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ABSTRACT

Data regarding current services in hospital libraries of the metropolitan Detroit area form the nucleus of this study. The purpose of this study is two-fold: (1) to ascertain what services are given to users of hospital libraries and (2) to determine the value of the inventory as a means for obtaining information on user-services in hospital libraries. The study reveals what user services are available in 42 Detroit area biomedical libraries and which categories of users receive them. It also shows how services vary in type and degree. (MF)

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REPORT

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Survey of User Services in 42 Medical Libraries

In Metropolitan Detroit

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Survey of User Services in 42 Medical Libraries In Metropolitan Detroit*

by
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Detroit
April 1970

INTRODUCTION

One of the growing problems in the health care field today is to provide the needed access to information to all health professionals. Medical libraries, especially hospital libraries, are one of the most important channels to this information. In order to improve access to information, it is necessary to know what services are presently being offered. Data regarding current services in hospital libraries of the metropolitan Detroit area form the nucleus of this study.

Previous studies of user-services have been done by the Institute for Advancement of Medical Communication. (1) The first tool developed was a questionnaire to inventory the user-services offered in academic medical libraries by means of large-scale surveys. The inventory was found suitable for use by other types of libraries. A modified questionnaire was created specifically for use by hospital libraries.

The purpose of the study was two-fold: (i) to find out just what services are being given to users in hospital libraries in the metropolitan Detroit area, and (ii) to test the modified questionnaire to determine the value of the inventory as a means for obtaining information on user-services in hospital libraries.

The information sought included policies on use of documents the library owns, securing documents the library does not own, kinds of information services available and the depth of these, citation services, space allocation, nonprint media available to users through the library, and any other kinds of services offered.

METHODOLOGY

The study was conducted by using the questionnaire, designed by the Institute for Advancement of Medical Communication, in personal interviews, with 42 medical librarians in the Detroit area. (See Appendix for copy of questionnaire and an analysis of it.) It was decided to use the interview technique rather than mailing out the questionnaire, to insure uniformity of answers. This method is preferable for obtaining information because people are often more willing to give time for interviews than to ponder over a set of questions received in the mail.

A pilot test of six interviews was made and the results presented to the Metropolitan Detroit Medical Library Group. The Group agreed to support the study and participate in the interviews. One month was devoted to scheduling and conducting the interviews. The core of the interviewees

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(1) Richard H. Orr, M.D., et al, "Development of Methodologic Tools for Planning and Managing Library Services: III. Standardized Inventories of Library Services," Bulletin of the Medical Library Association, LVI (January-October, 1968) 380-403.

came from the Detroit Group, and others were selected from the Directory of Biomedical Institutions, Metropolitan Detroit. (2) One criteria for selection was accessibility to the interviewer, but a fair representation of the metropolitan medical libraries was provided by size and location. To give an idea of the representation of medical libraries in this study, Table II was constructed to show a comparison of institutions visited by bed size, to those not included. Two of the libraries included in the study are not in hospitals, so could not be included in the comparison. However, the term "hospital library" was used throughout this paper, and for simplification, includes the two non-hospital libraries. The interviews averaged forty-five minutes to an hour in length, depending on the depth of services offered in the library.

ANALYSIS OF DATA

Characteristics of Libraries Surveyed

Data were gathered for each library concerning to whom the librarian reports, professional man-hours, clerical man-hours, total man-hours, number of subscription journals, number of gift and exchange journals, total number of journal titles, hours of full service per week, service outside these hours, and the categories of its users. (See Table I)

Twenty-seven libraries have only 40 hours available per week of "professional service". Eight libraries have only six to 25 professional hours. Seven have 80 or more. Eighteen of the libraries have no clerical help, and only one of these has more than one professional librarian. Ten libraries have less than 40 clerical hours per week, five have 40, and nine have more than 40. This sometimes includes library aids who are working on library science degrees.

In order to deal with the large amount of data, group divisions had to be made for tabulating purposes. Several methods were considered and division by size of journal collection seemed the most convenient. (See Table III) Libraries receive journals in various ways, and the following table was constructed to illustrate this:

Methods of Receiving Journal Titles

No. of Titles	No. of Libraries: Total Titles Received	No. Received By Subscription	No. Received by Gift & Exchange
0-50	10	12	37
51-105	10	12	4
106-180	10	7	0
181-500	10	9	1
500+	2	2	0

(2) Cruzat, Gwendolyn. "Directory of Biomedical Institutions, Metropolitan Detroit," Wayne State University, School of Medicine, Library and Biomedical Information Service Center. Report No. 40, September 1967.

Several of the interviewees indicated that they have been switching from gift and exchange to subscription as the most convenient method of obtaining journals on a regular basis.

The man-hours and operation hours of the 42 libraries are given in Table I and have been rearranged to show the types of hours available, because the number of hours helps determine the depth of service to users. It is not shown in the table, however, that of the 28 libraries with less than 40 hours clerical help there are 18 libraries that have no clerical help.

Hours of Staffed Service
in 42 Libraries

No. of Hours Per Week	No. of Libraries: Professional Hours	Clerical Hours	Total Men Hours	Hours Library Open
Less than 40	8	28	6	3
40-45	26	6	14	28
45-80	6	3	12	11
81-190	2	4	6	-
200+	-	1	4	-

Two-thirds of the libraries have staffed service between 40 to 45 hours per week. Only three have less than 40 hours of service. One of these is never locked and the other two have keys available. Outside regular hours, 29 libraries have a policy that a key can be secured, seven are never locked, and only six are closed. From the interviewees there seems to be less and less approval of leaving the libraries open and unsupervised outside of regular hours. This is especially true of the larger libraries, and those with a large number of student users. Employing students as proctors in evenings and on weekends is one method used to extend library hours.

Twenty-six librarians report directly to the administrator of the institution, 12 report to an assistant director and three report to the head of the Library Committee. Four librarians report to both the Library Committee and the Director of the institution, depending usually on the nature of the problem. Most of the librarians expressed the feeling that they are free to run their library as they wish.

At one institution a unique example was found of what services of a "library" nature can be offered when there is no collection or library facilities. The only tool available is Index Medicus. The users consist of a wide variety of professionals in the medical and paramedical fields and work for the institution but not necessarily within its walls. Since there is no collection and no library space the questions in the questionnaire pertaining to documents owned, space allocation, and some information and verification services, did not apply to this institution. A Xerox machine

is available and the librarian tries to borrow original documents for facsimile copying. There are no charges made to the users for borrowing or copying, and the service is generally unlimited. Verification services are offered for journal articles covered by Index Medicus. Subject searches are limited to guidance, as the tools are limited. Alerting services are not offered since there is no collection. The librarian does utilize external sources (i.e., other libraries) to answer simple fact questions.

Libraries Service Data

The data from the 42 libraries were tabulated and divided into five groups by size of journal collection. (See Tables III and IV) Groups I-IV each contain ten libraries while Group V includes only two libraries, as discussed above. A relation was found between number of journal titles received and total number of man-hours assigned for service, and the following averages were computed.:

Relation of Number of Journal Titles to Number of Man-hours

Group	I	II	III	IV	V
Total No. of Journal Titles	0-50	51-105	106-180	181-500	500+
Total No. of Man-hours	38.3	44.2	65	125.8	276.5

Six user-categories were used in tabulations: all 42 libraries serve attending physicians and administrative personnel, 39 serve allied health professions, 27 serve residents and interns, 6 serve residents but not interns, 10 serve medical and nursing students, and 10 serve Wayne and other students. There were six additional categories specified in the interviews but each was identified by only one or two libraries. These included department heads, hospital employees (outside of allied health professions), parents of patients, high school students, general public, and teaching staff (from Wayne).

Analysis of user-service policies

To facilitate the verbal analysis of the policies of the 42 libraries, the terms "most, majority, few" etc., were often used, rather than present several figures to give an overall picture. The heading numbers refer to those used in Table III.

I. Document Services

A. Documents in Collection

1. Types of service. Only three libraries do not give their users a choice of self- or mediated-service in obtaining documents in the collection. Two of these belong to Group V, and one is in Group I.

2. Requests from elsewhere. The 42 libraries are relatively evenly divided when it comes to accepting document requests from outside the library although there are more which accept no requests from elsewhere than those who accept such requests either by phone or written message.

3. Delivery. Of those libraries which deliver documents in the collection to the user, most deliver within the institution only. The only exception within the five groups is Group IV. Of the five libraries in this group that deliver documents, three will deliver outside the institution also.

4. Reservations. All but one of the libraries allow their users to reserve materials not immediately available.

5 & 6. Use of serials and non-serials. Circulation and use of serials in hospital libraries is most often quite liberal for those persons affiliated with the institution. Since facsimile copying is not practical for monographs, most of the libraries circulate their non-serials without restriction.

7 & 8. Number of documents borrowed and duration of loans. The number of documents borrowed by affiliated users is usually not limited. The duration of loans from the majority of the libraries is for a specified period and the documents are not recallable except in emergencies. Five libraries in Group I and three in Group III have no restrictions. None of the other libraries offer this degree of service to borrowers.

9. Renewal. There are two libraries that do not renew loans for physicians, one is in Group I and the other in Group V. Six libraries renew loans only at the library and 26 renew from elsewhere also.

10. Return. The majority of libraries ask that books be returned only to where borrowed, but they can be deposited at any hour. Few allow returns in other ways also.

11 - 14. Facsimile copying. Facsimile copies are obtainable in all but six of the institutions visited. Only three libraries limit copying to self-service. The rest offer the user either mediated copying

or a choice of self- or mediated-service. Most of the libraries accept copying requests from outside the library, either by phone or written message. A large majority indicated there are no charges for either self or mediated copying service. Seventeen do not charge for self-service. Twenty-three do not charge for mediated-service. The following list shows the kind of copying machines used by libraries in each group. Of the six libraries that offer no copying service, two allow unrestricted circulation of serials to attending physicians, and one allows no circulation. The latter library is for use only by physicians and department heads and is accessible to them through the doctors' lounge at any time. It is supported by the physicians and is quite small.

B. Documents Not in the Collection

15 & 16. Types of service and charges for ILL borrowing. Eighty-five percent of the libraries offer unlimited service in obtaining documents that are not in the collection, and this service usually extends to all users affiliated with the institution. Four libraries limit this service by type and/or subject of document requested.

17. Routing serial titles. The routing of serials on request is not a wide-spread service. Only 15 libraries provide such service to physicians. Twenty-six provide no such service. Nine reported that the request had never been made.

II. Reference Services

A. Verifying Citations

18. With document request. Thirty-five libraries automatically attempt to verify poor citations for physicians when a document request is involved. Relatively few libraries reject a poor citation for a document request before attempting to verify it. Only three librarians said the problem rarely, if ever, comes up.

19 & 20. Without document request. When a document request is not involved, 11 libraries offer only self-service (with guidance) verification. Twenty-six libraries offer a choice to physicians of self-service or mediated-service with no limitations. Eight libraries have never had the problem come up, and these are nearly evenly distributed in the first three groups. Of the libraries that will verify citations, more than half will accept requests when the user is away from the library.

Facsimile Copying Facilities Available In the 42 Libraries *

Machine	No. of Libraries				
	Group I	Group II	Group III	Group IV	Group V
Verifax	1				
A-B Dick	1				
3-M Dry Photocopier	1		1		
Smith Copies SCM 33		1			
SCM 55					1
Superstat Ultra 400778			1		
IBM			1		
ABCO Copying Machine				1	
Royfax Book Copier					1
Xerox 720	1	1	2	4	1
Xerox 813		1			
Xerox 914		2	1		
Xerox 1024				1	
Xerox 2400	2	4	3	5	1
Xerox 3600		2	1		

* Six of the 42 have no copying facilities.
Five libraries have access to more than one machine.

B. Subject References

21. Type & scope of service. Scope and type of subject reference service are noticeably related to the size of the collection, library staff and institution. Of the 42 libraries, a total of 23 do not initiate MEDLARS searches, and 10 of these are in Group I. Four in Group I said the request for subject searches has rarely, if ever, come up. Except in Group I, which shows an emphasis on self-service with guidance only, the range of service in subject searches is heaviest for mediated quick (sample) searches, with the larger libraries expanding their scope to include exhaustive lists also. Only six offer to supply critical lists also, and these are some of the larger libraries.

22. Screening aids. Over 90% in all groups do not provide screening aids. Only two in Group II and one in Group IV said they did supply aids.

23. Requests for lists of subject citations. Requests for subject searches and screening aids are mostly accepted from outside the library (i.e., by phone or written message) though in Group I five libraries accept such requests only at the library.

C. Alerting Services

24-26. General, subject- or group-specific, individual-specific. Nearly half of the libraries have no alerting service outside of "current" shelves. The other half offer only acquisition lists as an alerting service. These lists are often only posted in the library and, in some cases, in the doctors' lounge. Others publish frequent lists in the house organ. More than 70% of the libraries do not provide any alerting services for specific subject areas or groups of users. More than half do not provide any individual-specific alerting services.

27. Utilization of external resources. In more than half of the libraries, utilization of external resources is by referral only. Only six libraries actually act as the user's direct agent in obtaining a screening aid, subject search, or an alerting service.

III. Information Services

28. Scope and type of service. In Group I, nine of the libraries provide simple facts and guidance only; one library has no reference collection, therefore the question did not apply.

In each of the other groups the policies cover simple facts and guidance only (52%) or simple summaries also (38%). Only three offer to locate complex facts; one of these is in Group III and two are in Group IV. None of the libraries offer to do state-of-the-art reviews.

29 & 30. Requests and utilization of external resources. More than three-forths of the libraries will accept requests from their clientele for information from outside the library. Of the six libraries that accept requests only at the library, one is in Group V, three are in Group I, and one is in each of Groups II and III. More than three-forths of the libraries will also act as the user's direct agent in obtaining information. This usually consists of calling other libraries in the local area that might have the information.

IV. Other Services

A. Adjunct Services

31. Help with user's systems. When help is requested with user's systems, most of the librarians offer suggestions only. Only one librarian reported having devised a method of organization to help users set up their own system.

32 & 33. User work space and work space allocation. Two libraries provide user work space only for work that cannot be done elsewhere. These are in Group I and both are quite small, with very little space available within the library. Four of the Group I libraries have no seating space available for users. Those libraries that do have user-space usually place no restriction on the types of work the user does in the library. Some of the other types of activity include personal reading, studying, meetings, working on reports and charts, and sleeping. Very few of the libraries offer temporary or permanent work space allocation to the user. Only one (in Group III) offers "permanent" space to affiliated users. Five (three in Group IV, two in Group V) offer temporary work space.

B. Special Services

34. Translation. Most of the libraries either offer no translation services or simply search for and obtain existing translations upon request. Eighteen replied that the request had never been made. Many said that when there was a need for translating, the user (or the librarian) found someone on the hospital staff to do the translating. However, most users seem to prefer English language material and shy away from other languages. Only five of the libraries offer both quick translation by the library staff and searches for existing long translations. These are all among the larger libraries, in Groups IV and V.

35. Non-print services. Forty-five percent of the libraries provide no non-print services. Group I has only one library with any such services, and it has audio digest tapes that circulate and a recorder that does not circulate. The other groups have more libraries with non-print services. In Group IV four libraries offer no such services, two have and allow circulation, and four libraries also provide other services concerned with non-print media, such as production and loan of equipment (particularly the latter). In Group V one library provides no services, and one provides all levels of non-print services.

36. Editing. A relatively small number of libraries offer any editing service. Seven offer bibliographic styling as the only editing service to physicians, and only four do other things, such as type or edit manuscripts.

37. Additional services. The following 15 services were reported by the interviewees and were not included by the questionnaire:

	No. of Libraries	% of Libraries
Handle personal bindery and/or book orders for users	15	36
Maintain bibliography of citations of users' publications	11	26
Maintain file of articles by users	7	17
Maintain pamphlet and adverse drug reaction files	6	14
Order films and slides, or rent them	5	12
Maintain file of previously compiled bibliographies	3	7
Order reprints	2	5
Send our requested reprints of articles by staff members	2	5
Maintain pamphlet file of historical material concerning the institution	1	2
Lecture students on use of library	1	2
Maintain file of current journal article citations, by subject	1	2
Type simple letters for physicians	1	2
Prepare biographical sketches of speakers for use of staff member who are to introduce them	1	2
Type manuscripts for physicians, interns and residents	1	2
Maintain reprint collection of journal articles with subject classification of 500 headings	1	2

SUMMARY AND CONCLUSIONS

From data of the interviews taken at the libraries under study, some general statements can be made which probably can be applied to a similar sample of hospital libraries in other areas of the nation. Because such a large segment of those in the health care field work in hospitals, the hospital library becomes an important access point for obtaining information needed to provide the best health care. In providing this information, there are many services, several of which are discussed below, that are important functions of a hospital library. In the following discussion, the statements made are an attempt to relate a "sense" of the relative importance conveyed by the 42 librarians for the separate services.

Document Services

Choice of self- or mediated-service in obtaining documents in the collection is offered in 91% of the libraries. Ninety-five percent permit reservation of documents which are not immediately available for use. Circulation is liberal for both serials and non-serials, 83% placing few restrictions, if any, for physicians. These services are basic in providing users access to materials, and should be as liberal as possible in all libraries to all users. Circulation especially should be liberal unless there is a compensatory service such as facsimile copying. The number of documents that may be used at one time should be limited as little as possible, and 93% of the libraries follow this policy. A specified loan period, during which the documents are not recallable (excepting emergencies) should be a minimum service, and 71% of the libraries provide this. In 76% of the libraries renewals are allowed. This is an important aspect of using materials and should be allowed whenever possible. In institutions that have night shifts, and in which the library is not open 24 hours a day, there should be provision for returning books at any hour. Considering the increasing need and/or demand for interlibrary loan, it is becoming more important to have a faster means of access to documents needed by affiliated users as well as those of other institutions. One method is to have copying facilities available. Only 14% of the libraries surveyed do not have copying facilities available. In providing access to information, careful consideration should be given before limiting service for obtaining documents that are not in the collection, particularly if the user has no other source to which to turn. Eighty-five percent of the libraries have no limitations on this service.

One is impressed with the effort to give the greatest services possible. The distribution of depth of service by size of library is rather even, therefore except for the availability of more material in the larger libraries, the size of the library is not the most important factor in document services. The only time size seems to be significant is with regard to duration of loans. Half of the small libraries (Group I) have no restrictions while the larger ones do. Apparently the smaller the institution, the easier it is to keep track of the documents. In most cases policies are one of two extremes, either that of providing a minimum or a maximum amount of service. Usually a library will go as far as possible in giving service to its own clientele.

Reference Services

There is not as great an effort toward providing in-depth reference service as in document services. While 83% will verify document-request citations for physicians, only 62% will do the same for citations not concerned with a document request. The smaller libraries less frequently have policies of in-depth verification than larger libraries, so size of the library and staff may have a bearing on whether the service is offered. Size may also have a bearing on whether the user would feel it worth while to ask for the service. The range of policies is wide for subject searches. Nineteen percent will do exhaustive lists for physicians, and this decreases to 14% for allied health professionals. Only 14% will do critical lists for physicians. The larger libraries more often offer exhaustive and critical lists than the small libraries. Many librarians in the smaller institutions reported that such requests either were seldom made by the users, or could not be handled due to the limitations of reference tools. Many also said their users (physicians especially) had access to larger libraries and did not need as much detailed service as they might otherwise. It should be noted here that many librarians reported that they could offer the more in-depth services only so long as demand was not too heavy. If the staff can possibly handle the work, it is desirable that a library strive to offer a minimum of mediated quick (sample) lists to those who need them. This implies having an adequate reference (index and abstract) collection.

Only 7% of the libraries offer screening aids, and most of these added that it is done infrequently. Apparently this is not considered a necessary service even by the larger libraries, which suggests also that there is either not enough staff time to do the work, or not enough demand to offer it. Alerting services are not available in 48% of the libraries, while another 48% prepare only acquisition lists. If a user wants an alerting service he often must seek it outside the library. Many librarians said they will informally notify an individual of a book or article he would be interested in, but this is usually done sporadically and only for those who are "friends" of the librarians. This is perhaps a natural occurrence but it would be more beneficial to try to set up a regular alerting service, at least for department, whenever staff can handle the work.

Information Services

The majority of the libraries provide only simple facts and guidance (many emphasize the guidance). No one offers to do state-of-the-art reviews and only 7% will work with complex facts. They felt there was not sufficient staff time to handle the more in-depth services. In providing an "ideal" depth of service it would seem desirable to provide complex facts and perhaps even state-of-the-art reviews. Most of the librarians interviewed felt they and their staffs were not qualified to evaluate medical information and there fore leave this to the user. Also, for

the user to make the best use of information it would seem logical for him to examine all available information himself. Therefore, the most realistic type of service would appear to be simple summaries. All libraries should have a collection suitable to meet the needs of the users for fact information. The majority of the librarians provide direct-agent service in obtaining information unavailable in their own libraries. In the Detroit area this consists of calling another local library that is likely to have the necessary resources. This is usually limited to simple fact questions because of the policies of the libraries called upon.

Other Services

The adjunct services covered by the questionnaire are generally not emphasized by the libraries visited. Although 17% stated that they will help the user set up a system of organization for his personal library, apparently the request is seldom made unless the user and librarian are friends. Only one librarian reported having devised a method of organization to help the user. This service does not seem as important as those concerning access to information. A librarian should be able to give a user an idea of various methods of organization but to do the work of setting up a system for the user would take up valuable time that would probably be better spent on improving reference and information services.

As a rule there are not many restrictions on what the user may do in the libraries, as long as there is adequate seating space for those who must use library materials there. Very few libraries have facilities for temporary or permanent work space allocations, though several have a few carrels that are used on a first-come basis. In an institution where much research is done, it would be best to have adequate carrel allocations for as long as needed, unless the users have convenient facilities elsewhere. In small libraries this would be an added expense which, though work space is desirable, would perhaps be better applied to improving the collection and other services. However, some kind of work space should be available in all libraries so users do not have to spend valuable time traveling to and from their offices. Again, the ideal type of work space must depend on the needs of the users.

Translation services are not offered by 48% of the libraries. Only 12% will do quick translations or search for and obtain existing long translations. Many librarians mentioned that usually the user does not want to be bothered with anything not already in English. Also, if a translation is needed, there is often someone on the staff of the institution who can provide it. With the increasing amount of biomedical information being published in practically all languages, each library should provide quick translations. If this is not feasible, a library should at least locate and obtain existing translations. This requires a knowledge of local and national sources of translating services.

Non-print services are not available in 45% of the libraries. The smaller libraries are less likely to provide them, but the level of service

in this area seems to depend on the institution, whether there is an A-V department outside the library and the time available among the library staff. The non-print media provided includes the following: audio digest tapes, slides, records, transparencies, plastic models, photographs, single-concept films, microfilm, closed-circuit T.V., educational tapes, film strips, films, overhead projectors, a movie camera, and any equipment needed for their use. The most common of these are the audio-digest tapes. Non-print services are becoming more popular as learning devices but the importance of maintaining them in a library is debatable. Criteria for inclusion would be needs of the users, budget, and staff time, as well as space for storage and use.

Only a small percentage of the libraries offer any editing service, which frequently consists only of bibliographic styling. While a librarian should have knowledge of bibliographic styling it is perhaps less important to offer this service than it is to provide access to information. In most of the libraries there is not sufficient staff time available to do editing.

Additional services, not covered in the questionnaire are varied (see list on p. 10). At least one or two extra services are offered by 57% of the libraries, geared to the special needs of the users. It is important for each library to strive to meet these special needs by creating services such as maintenance of bibliographies and files of users' articles. A resourceful librarian can create services that become so popular the users quickly look on them as a necessity. The librarian should also be willing to expand service policies to meet current needs expressed by the users themselves.

There are several factors that appear to influence the quality or availability of user-services:

1. Size. Size of collection and staff would be expected to be a determining factor in degree of service offered. It is to a certain extent, but service seems to depend more on the demands of the institution (users) and on the personal attitude of the librarian than on the size of the collection or staff. A small staff is more limited by time and budget, and a large collection facilitates greater access to information, but frequently large libraries report they are swamped with work and can not afford to spend time on in-depth services. It is often the smaller library, with fewer users, that gives more personal, time-consuming service. Many of the librarians also mentioned that even though many services were "available", they could only continue a liberal policy as long as demand for these services was light.

2. User-attitudes. In visiting the various libraries and frequently seeing part of the institutions and meeting users, it became clear that users' attitudes are important in developing library services. When a library received the interest and support of the users, it is usually a growing facility offering more services and having these services used by large numbers of the user population. The reverse is also true. When the librarian is interested and willing to give extra service and not wait

for a demand to arise, the availability of a service that proves useful will promote support from users. The greatest services are available to physicians and administration, with residents and interns receiving much consideration. The allied health professionals receive considerable service but students are frequently given only guidance and allowed to use materials only in the library. If they are affiliated for a length of time with the institution they sometimes have more privileges, but it is generally felt that students have access to their own institution's libraries and should use those first. Many librarians try to maintain equal policies for their users as long as the demand can be met adequately. However, service for physicians, residents and interns is usually given first consideration. Very few libraries have specific policies to cover the various services and types of users. Frequently a decision to give a particular service is a subjective one, depending on who wants it, and the situation at the moment.

Conclusions

In conclusion, this study has shown what user services are available in 42 Detroit area biomedical libraries and which categories of users receive them. It has also shown that services vary in type and degree. Before a concerted effort can be made to equalize services to all users in all hospitals, it is first necessary to answer the following questions:

1. What measure can be formulated to determine which services should have priority so the majority of the biomedical community has equal access to these services, e.g., a rating scale could be devised by librarians in the institutions involved regarding service priorities.

2. Does the administrative structure and the medical hierarchy of each institution allow for equalization of services to all types of users? Does it also provide for interinstitutional relationships that will lead to equalization of services for the total biomedical community?

3. When a library will go "as far as possible" in giving service to the user, how far is this, in terms of time spent in giving the service and in depth of service, e.g., how many citations will be compiled for a subject search; how many minutes or hours per week will be spent on subject searches?

4. Is there a correlation between an institution's population and the number and type of services offered in the library?

5. Do written or oral policies, or the lack of them, affect the level of service in a library?

6. Is it feasible for several small institutions to support an extensive library housed in one of the institutions with a supplementary collection and quick reference service to be maintained in each institution?

7. What part, in terms of staff time, budget, and total service does photoduplication service play, e.g., how many people on the staff operate the machine(s); how much time is spent rendering this service, are the facilities in the library, and is the cost a part of the library's budget; how large a part do the copying services play in the library's interlibrary loan services? If the machines are not in the library, how readily can they be used for library purposes?

These questions can be answered if individual librarians are willing to help in providing more objective data. If each is willing to use the questionnaire of this study in a self-analysis so that each is thoroughly aware of the policies and problems that may exist, and if each is willing to collect the quantitative data concerning time spent in providing service, a means for creating a working mechanism resulting in services more accessible to the entire biomedical community and at the same time establishing quality control with regard to these services may be provided.

ACKNOWLEDGEMENTS

The author wishes to acknowledge the assistance of Dr. Vern Pings, Gwendolyn Cruzat, and the 42 librarians who participated in the interviews, without which the study would not have been possible.

Table I

Description of 42 libraries of the study

Area	Library	Librarian Reports to	Prof. Hours	Clerical Hours	Total Number Man hours	Hours Per Week Service	Journal Subscriptions	Gifts & Exchanges	Total Journals	User Categories * 1	2	3	4	5	6	7
Dearborn	Oakwood	Hosp. Adm.	40	60	100	42½	181	67	248	x	x	x				
Dearborn	Veterans Adm.	Chief of Staff	80	32(b)	112	45½	200	17	217	x	x	x		x		
Detroit	Children's	Hosp. Adm.	40	30	70	42½	150	14	164	x	x	x		x		
	Crittenton	Exe.Director	40(b)	2(c)	42	47½	27	0	27	x	x		x			
	Detroit Bd.of Health		40	0	40	40	0	0	0	x	x					x
	Detroit General	Lib.Committee	40	7(d)	47	42½	219	5	224	x	x	x		x		
	Detroit Memorial	Hosp. Adm.	40	15	55	42½	52	7	59	x	x	x				
	Doctor's	Hosp. Adm.	40(a)	0	40	42½	20	0	20	x	x					
	Evangelical Deaconess	Hosp. Adm.	40	0	40	40	99	78	177	x	x	x		x		
	Grace	Hosp. Adm.	40	40	80	42½	230	35	265	x	x	x			x	x
	Harper	Hosp. Adm.	85	127½	232½	42½	535	240	775	x	x	x		x	x	
	Henry Ford	Hosp. Adm.	119	201	320	62	789	0	789	x	x	x				
	Herman Kiefer	Lib.Committee	40	0	40	42½	120	25	145	x	x	x		x		
	Holy Cross	Hosp. Adm.	(e)	(e)	(e)	50	30	-	30	x	x		x			
	Hutzel	Hosp. Adm.	40	0	40	42½	100	4	104	x	x	x			x	
	Kirwood	Hosp. Adm.	40	0	40	30	31	0	31	x						x
	Lafayette Clinic	Clinic Adm.	40	0	40	42½	110	6	116	x	x		x	x		
	Metropolitan	Hosp. Adm.	25	0	25	24½	115	25	140	x	x	x		x		
	Michigan Epilepsy	Dir.Research	40	0	40	42½	24	2	26	x					x	
	Mt.Carmel Mercy	Hosp. Adm.	40	60	100	64	134	45	179	x	x	x			x	
	N. Detroit General	Hosp. Adm.	6	6	12	54	40	5	45	x	x		x			
	Park Community	Hosp. Adm.	40	40	80	40	6	5	11	x	x					
	Rehabilitation Inst.	Hosp. Adm.	24	10(d)	34	44	68	12	80	x	x		x	x	x	x
	St. John	Hosp. Adm.	40	80	120	42½	174	11	185	x	x	x				
	St. Joseph Mercy	Hosp. Adm.	40	40	80	42½	98	14	112	x	x	x				
	Sinai	Hosp. Adm.	80	104	184	60½	293	46	339	x	x	x		x	x	
	Straith Memorial	Hosp. Adm.	40	0	40	45	11	3	14	x			x			
Eloise	Wayne County General	Hosp. Adm.	40	20	60	42½	190	25	215	x	x	x				
Ferndale	Ardmore	Hosp. Adm.	40(a)	0	40	42½	9	0	9	x	x					
Garden City	Garden City Hospital	Med. Dir.	20(a)	(e)	40	40	62	30	92	x	x	x			x	
Grosse Pte.	Cottage	Hosp. Adm.	9	0	9	9	61	0	61	x	x					
Highland Park	Detroit Osteopathic	Hosp. Adm.	80	120	200	52½	194	48	242	x	x	x		x		x
Highland Park	Highland Park General	Hosp. Adm.	80	0	80	64	86	10	96	x	x	x		x		
Madison Hgts.	Martin Place East	Lib.Committee	20	40	60	42½	90	3	93	x	x	x				
Mt.Clemens	Mt.Clemens General	Med. Director	15	0	15	78½	125	0	125	x	x	x				
Mt. Clemens	St. Joseph	Med. Director	40	0	40	42½	30	30	60	x	x			x		x
Northville	Plymouth State Home	Hosp. Adm.	40	32(f)	72	42½	46	68	114	x	x				x	x
Pontiac	Pontiac General	Dir.Medical Ed.	40	40	80	74	182	0	182	x	x	x				
Pontiac	Pontiac Osteopathic	Lib.Committee	40	0	40	42½	58	0	58	x	x	x				
Pontiac	St.Joseph Mercy	Hosp. Adm.	40	0	40	42½	85	15	100	x	x	x		x		
Royal Oak	William Beaumont	Hosp. Adm.	80	120	200	45	253	10	263	x	x	x		x	x	
Southfield	Providence	Hosp. Adm.	80	43(f)	123	45	72	82	154	x	x	x			x	

See next page for a,b,c,d,e,f, and *

Table I (cont'd)

(a) Available if needed
(b) Library trainee
(c) Average
(d) Student assistant
(e) Medical Records Department staff as needed
(f) Volunteers

* Code for User Categories

1. Physicians and Administration
2. Allied Health Professionals
3. Residents and Interns
4. Residents only
5. Medical and Nursing Students
6. Wayne and other students
7. Other (such as General Public, High School Students, Parents)

Table II

Comparison by Bed Size of the Institutions Visited
With the Rest of the Institutions in the Detroit Area*

Bedsize	No. of Institutions Visited	Percent of Total	No. of Institutions Not Visited	Percent of Total
0-100	5	6	20	24
101-200	9	11	15	18
201-300	5	6	6	7
301-400	7	8	-	-
401-500	4	5	-	-
501-600	3	4	-	-
601-700	2	2	1	1
701-800	1	1	-	-
801-900	1	1	-	-
901-1000	-	-	-	-
101-1500	1	1	-	-
1500+	1	1	2	2
Total	39(1)	47%	44	53%

* Bedsizes obtained from Hospitals, Journal of the American Hospital Association, vol.43, #15 (Aug.1,1969) Guide Issue Pt.2, pp.108-115. The list of hospitals was taken from the "Directory of Biomedical Institutions,Metropolitan Detroit," Wayne State University School of Medicine, Library and Biomedical Information Service Center. Report No. 40, Sept. 1967.

(1) Two institutions of the 42 studied are not hospitals, and one was not listed in Hospitals, so only 39 were included in this comparison.

Table III

Quantitative Summary of Responses of 42 Libraries
To Policy Questionnaire

LEGEND

The phrases on the left of each page show the subject of each question in the questionnaire, and the possible answers.

The large Roman numerals over each of the first five columns represent the five groups of libraries. The divisions were made as follows:

Group I	0-50 journals
Group II	51-105 journals
Group III	106-180 journals
Group IV	181-500 journals
Group V	500+ journals

The Total column shows the number of libraries out of the 42 used in the study that give each service to each type of user.

The Percentage column shows the percentages of the total number of libraries to give each service to each type of user.

The Arabic numbers above each column represent the types of users served by each group of libraries. The code for this is:

No.	Type of User	No. of Lib.	% of Lib.
1	Attending physicians and administration	42	100
2	Allied health professions	39	93
3	Residents and Interns	27	64
4	Residents only	6	14
5	Medical and nursing students	10	24
6	Wayne and other students	10	24

DA: Recorded below each policy unit indicates the number of libraries to which the policy did not apply.

X: Recorded below each policy unit indicates the number of libraries for which the request for service rarely, if ever, is made.

1. Document Services

A. Documents in collection

1, Types of service

	Group I				Group II						Group III						Group IV						Group V						Totals						Percentages					
	1	2	3	4	1	2	3	4	5	6	1	2	3	4	5	6	1	2	3	5	6	1	2	3	5	6	1	2	3	4	5	6	1	2	3	4	5	6
a. Self-service only	1	1	1																			1	1	1			2	2	1	1			5	5	2	2		
b. Mediated ser. only																						1	1	1	1	1	1	1	1		1	1	2	2	2		2	2
c. Choice of a or b	8	5	3	1	10	10	7	1	1	3	10	10	8	1	4	6	10	10	10	3	3						38	35	25	5	8	9	91	83	60	12	19	21

DA 1 DA 1

2. Requests from elsewhere than library

a. None accepted	4	4	2		3	6	2				4	8	6	1	3	2	5	6	6	3	2	1	2	1	1	1	17	26	15	3	9	8	40	62	36	7	21	19
b. Written only																																						
c. Phone only					1																						1						2					
d. Choice of a or b	5	2	2	1	6	4	5	1	1	3	6	2	2				5	4	4			1		1			23	12	12	3			55	29	29	7		2

DA 1 X 1 DA 1 X 1

3. Delivery

a. Within inst. only	4	1	2	1	5	3	3	1			5	1	1				2	1	1			1		1			17	6	6	3		1	40	14	14	7		2
b. Outside inst. also	1	1			2	1	2				1	1	1				3	3	3								7	6	6				17	14	14			

DA 5 DA 3 DA 4 DA 5 DA 1 DA 18

4. Reservations

a. No reservations											1	1	1		1						1						1	1	1		1	1	2	2	2		2	2
b. Reservations	9	6	4	1	10	10	7	1	2	3	9	9	7	1	3	1	10	10	10	3	2	2	2	2	1	1												

DA 1 X 2

5. Use of serials

a. All serials non-circulating	2	1	1	1		1				1	2	2	2		2		1	3	1	1	2	1	1	1			6	8	4	1	4	3	14	19	10	2	10	7
b. Some restrictions	1	1			1	1		1		1	1	1	1			1	3	2	3								6	5	4	1		2	14	12	10	2		5
c. No restrictions	6	4	3		9	8	7		1	2	7	7	5	1	2	1	6	5	6	2	1	1	1	1	1	1	29	25	19	4	5	5	69	60	45	10	12	12

DA 1 DA 1

6. Use of non-serials

a. Some restrictions	3	2	1	1						1	2	2	2		1						1	1	1	1			6	5	3	1	3	2	14	12	7	2	7	5
b. No restrictions	6	4	3		10	10	7	1	1	3	8	8	6	1	3	2	10	10	10	2	2	1	1	1	1	1	35	33	24	5	7	8	83	79	57	12	17	17

DA 1 DA 1

7. No. of documents borrowed

a. Limited		1	1		1	1	1		1	1																	1	2	1	1	1	1	2	5	2	2	2	2
b. Not limited	9	5	3	1	9	9	6	1	1	2	9	9	8	1	4	2	10	10	10	3	2	2	2	2	1	1	39	35	26	5	9	8	93	83	62	12	21	19

DA 1 DA 1 DA 2

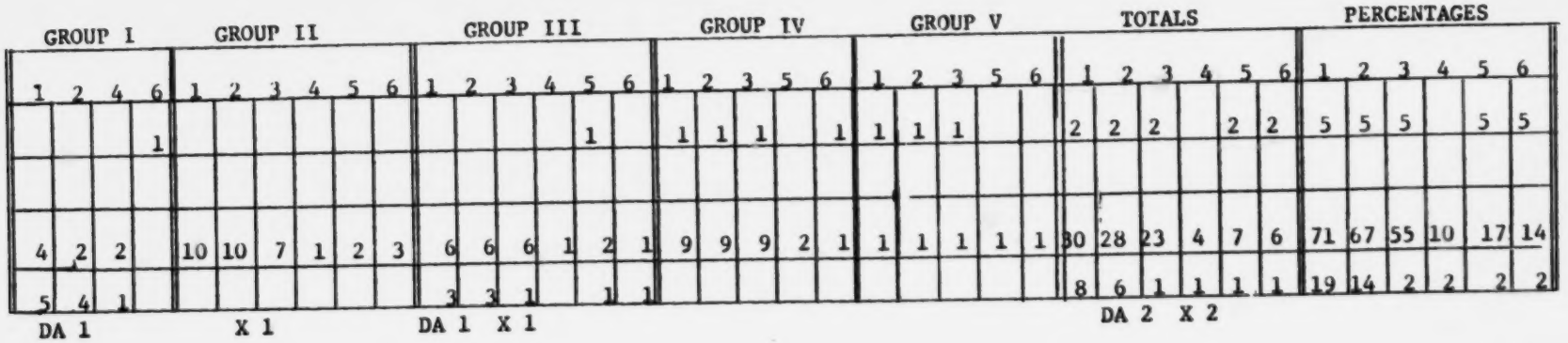
8. Duration of loans

a. Specified period recallable

b. No period recallable

c. Specified period, not recallable

d. As long as needed

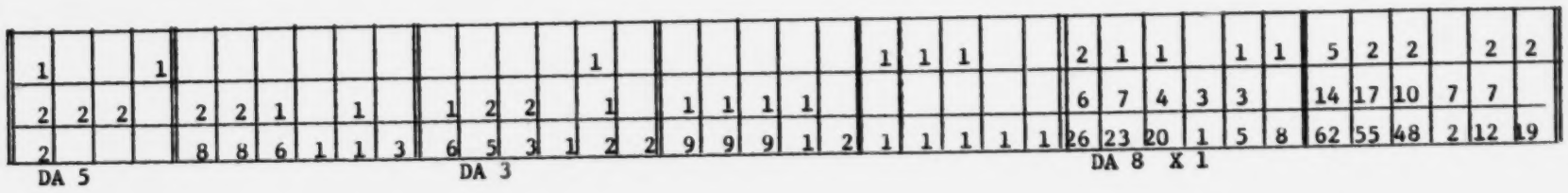


9. Renewal

a. No renewals

b. Only at library

c. From elsewhere also

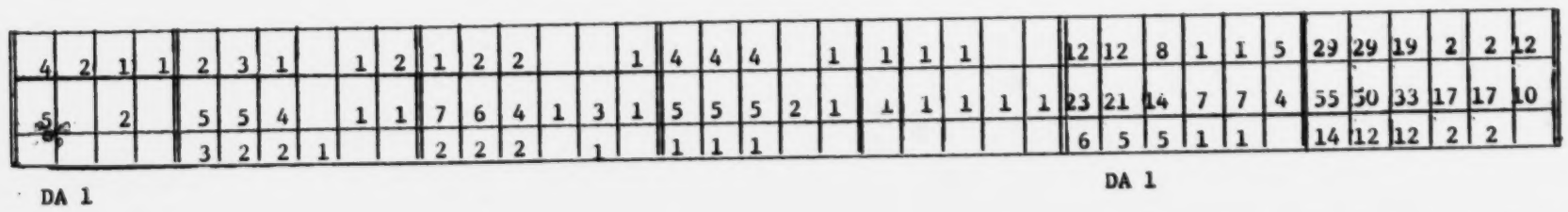


10. Return

a. Only to where borrowed during hours

b. Only to where borrowed, any hour

c. In other ways also



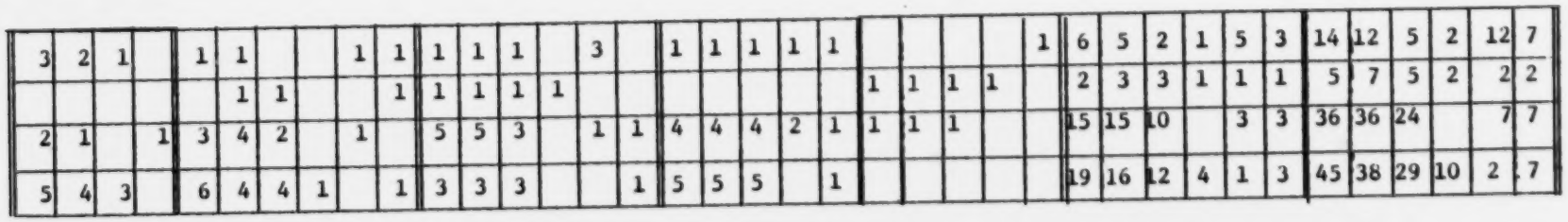
11. Facsimile copies

a. No copying facilities

b. Self service only

c. Mediated service only

d. Choice of b or c

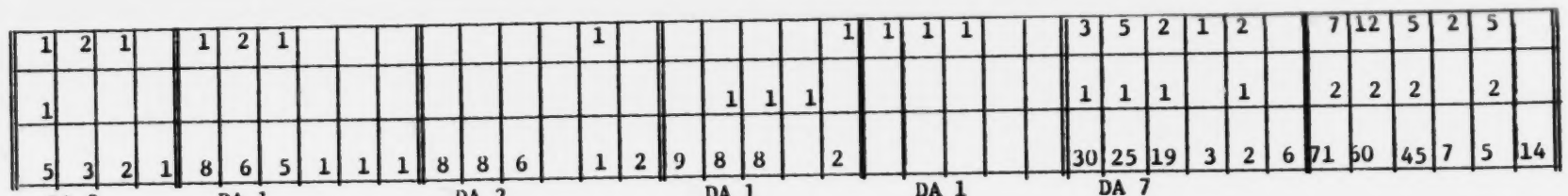


12. Requests

a. At library only

b. From elsewhere also, written request only

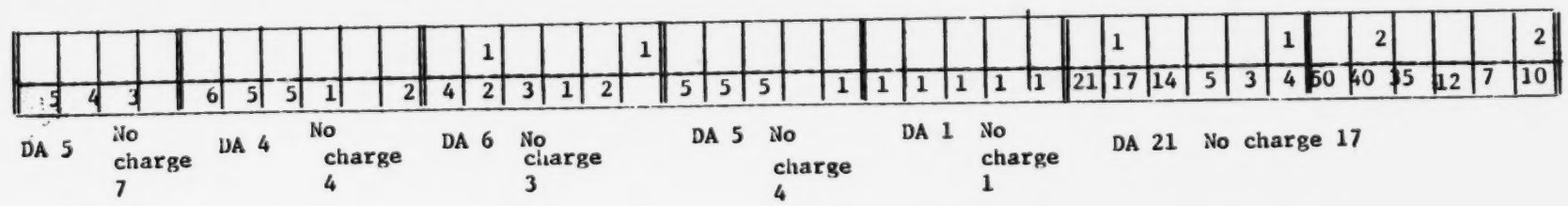
c. From elsewhere also, choice of written or phone



13. Charges, self-service

a. Payable immediately

b. No charge or billing



	GROUP I				GROUP II						GROUP III						GROUP IV					GROUP V					TOTALS						PERCENTAGES					
14. Charges, mediated services	1	2	4	6	1	2	3	4	5	6	1	2	3	4	5	6	1	2	3	5	6	1	2	3	5	6	1	2	3	4	5	6	1	2	3	4	5	6
a. Payable immediately				1							1	2				2											1	2				3	2	5				7
b. No charge or billing	7	5	3		9	8	6	1	1	2	7	6	7		2		9	9	9	1	2	1	1	1			33	29	23	4	4	4	79	69	55	10	10	10
	DA 3 N/C 7				DA 1 N/C 4						DA 2 N/C 6						DA 1 N/C 5					DA 1 N/C 1					DA 8											
B. Documents not in collection																																						
15. Types of service																																						
a. Limited by type &/or subject, also access.	1									2	1	1			1	1	2	3	3	2	1						4	4	3		3	5	10	10	7		7	12
b. Other limitations				1	1	1			1		1	1	1		1												2	2	1		2		5	5	2		5	
c. No limitations	9	7	4		9	9	7	1	1	1	8	8	7	1	1	1	8	7	7		1	2	2	2			36	33	23	6	2	3	85	79	55	14	5	7
16. Charges for ILL borrowing																																						
a. All charges passed on to user					2	2			1		1	1	1			1											3	3	1		1	1	7	7	2		2	2
b. Some charges		1									1	1	1		1												1	2	1		1		2	5	2		2	
c. No charges	10	6	4		8	8	7	1	1		8	8	6	1		1	10	10	10	1	2	2	2	2			38	34	25	6	2	3	91	81	60	14	5	7
					X 1																						X 1										
C Routing serials titles on request																																						
17.a.No routing service	6	5	4	1	6	6	5		2	3	5	5	5	1	4	2	7	8	8	3	3	2	2	2	1	1	26	26	20	5	10	10	62	62	48	12	24	24
b.Routing service provided	3	1			4	4	2	1			5	5	3				3	2	2								15	12	7	1			36	29	17	2		
II. Reference Services	DA 1 X 2 X 4 X 1 X2 DA 1 X 9																																					
A. Verifying citations																																						
18. With document request																																						
a. Poor citations rejected	3	3	1		1	1	1			1	2	3	3		1		1	2	1		2						7	9	5	1	1	3	17	21	12	2	2	7
b. Poor citations corrected	7	4	3	1	9	9	6	1	2	2	8	7	5	1	3	2	9	8	9	3	1	2	2	2	1	1	35	30	22	5	9	7	83	71	52	12	21	17
	X 3																										X 3											
19. Without document request																																						
a. Self-service (with guidance) only	5	5	2		1	3	2			1	2	3	3		2		1	1	1	1	3	2	2	2	1	1	11	14	8	2	4	5	26	33	19	5	10	12
b. Mediated service also some limitations	2	1									1						2	2	2	2							5	3	2	1	2		12	7	5	5	5	
c. Choice of a or b, no limitations	3	1	1		9	7	5	1	2	2	7	7	6	1	2	2	7	7	7								26	22	18	3	4	4	62	52	43	7	10	10
	X 3				X 3						X 2																X 8											
20. Requests for # 19																																						
a. At library only	2	1	1		1	2	1		1	1	1	2	2	1	1		1	1	1	2	3						5	6	4	2	4	4	12	14	10	5	10	10
b. From elsewhere also	4	2	2	1	9	8	6	1	1	2	7	6	5		1	2	9	9	9	9	1						29	25	20	3	3	4	69	60	48	7	7	10
	DA 4 X 4 DA 2 X 3 DA 8 X 7																																					

	GROUP I				GROUP II						GROUP III						GROUP IV					GROUP V					TOTALS						PERCENTAGES					
B. Subject references	1	2	4	6	1	2	3	4	5	6	1	2	3	4	5	6	1	2	3	5	6	1	2	3	5	6	1	2	3	4	5	6	1	2	3	4	5	6
21. Type & scope of service																																						
a. Self-service (with guidance) only	6	5	3		1	2	1		1	2	1	2	2		4	2		3	2	3	3		1	1	1	1	8	13	6	3	9	8	19	31	14	7	21	19
b. Mediated quick (sample) only	1	1	1		5	6	4		1	1	5	4	4				2	4	2								13	15	10	1	1	1	31	36	24	2	2	2
c. Exhaustive lists also	2			1	3	1	2				3	3	1	1			6	2	5								14	6	8	1		1	33	14	19	2		2
d. Critical lists also					1	1		1			1	1	1				2	1	1			2	1	1			6	4	3	1			14	10	7	2		
	DA 1 X 4				MEDLARS: yes 4 no 6						X 1 MEDLARS: yes 6 no 3						MEDLARS: yes 6 no 1					MEDLARS: yes 2					MEDLARS: yes 18 (44%) no 23 (56%) DA 1 X 5											
	MEDLARS: no 10																																					
22. Screening aids																																						
a. None supplied	10	7	4	1	8	9	6	1	2	3	10	10	8	1	4	1	9	9	9	3	3	2	2	2	1	1	39	37	25	6	10	9	93	88	60	14	24	21
b. Aids supplied					2	1	1										1	1	1								3	2	2				7	5	5			
	X 3				X 2																						X 5											
23. Requests for lists of subject citations																																						
a. At library only	5	4	2	1	1	2	1											2	1	2	2	1					7	8	2	2	2	3	17	19	5	5	5	7
b. From elsewhere	3	2			8	7	5	1	1	1	10	9	6	1	3	2	10	7	9	1		1	1	1			32	26	21	2	5	3	76	62	50	5	12	7
	DA 2	X 4			DA 1																						DA 3	X 4										
C. Alerting services																																						
24. General																																						
a. "Current" shelves only	7	5	3	1	6	6	5		1	3	3	5	3	1	3	1	4	4	4	2	3				1	1	20	20	12	4	7	9	48	48	29	10	17	21
b. Acquisitions list also	1				4	4	2	1	1		7	5	5		1	1	6	6	6	1		2	2	2			20	17	15	1	3	1	48	40	36	2	7	2
c. Some other means used																																						
d. Combination of b & c	1	1																									1	1		1			2	2		2		
	DA 1				X 1																						DA 1	X 1										
25. Subject-or group-specific																																						
a. None provided	7	6	3	1	8	8	6	1	2	2	8	8	7	1	4	1	5	7	7	3	3	2	2	2	1	1	30	31	22	5	10	8	71	74	52	12	24	19
b. Mediated service	2		1		2	2	1			1	2	2	1				5	3	3								11	7	5	1		1	26	17	12	2		2
	DA 1																										DA 1											
26. Individual-specific																																						
a. None provided	9	6	4	1	4	6	5		2	3	5	7	4	1	4	1	5	7	7	3	3	2	2	2	1	1	25	28	18	5	10	9	60	67	43	12	24	21
b. Mediated service					6	4	2	1			5	3	4				5	3	3								16	10	9	1			38	24	21	2		
	DA 1	X 1																									DA 1											
27. Utilization of external resources																																						
a. Referral only	9	6	3	1	8	8	6		2	3	10	10	8	1	4	1	7	7	7	3	3	2	2	2	1	1	36	33	28	4	10	10	85	79	55	10	24	24
b. "Direct-agent" services	1	1	1	(x2)	2	2	1	1	(x2)						(x2)		3	3	3								6	6	4	2			14	14	10	5		

III. Information Services

	GROUP I				GROUP II						GROUP III						GROUP IV					GROUP V					TOTALS						PERCENTAGES					
	1	2	4	6	1	2	3	4	5	6	1	2	3	4	5	6	1	2	3	5	6	1	2	3	5	6	1	2	3	4	5	6	1	2	3	4	5	6
28. Scope & type of service																																						
a. Simple facts & guidance only	9	5	4	1	5	5	4		1	2	4	4	4		2		3	4	3	2	2	1	1	1			22	20	12	4	5	5	52	48	29	10	12	12
b. Simple summaries also					5	5	3	1	1	1	5	5	3	1	1	2	5	4	5	1	1	1	1	1	1	1	16	15	12	2	4	5	38	36	29	5	10	12
c. Complex facts only											1	1	1		1		2	2	2								3	3	3		1		7	7	7	2	2	
d. State-of-the-art reviews also																																						
	DA 1 X 2										X 2																DA 1 X 4											
29. Requests																																						
a. At library only	3	3	2		1	1	1			2	1	1	1		1					1	1	1	1	1			6	6	3	2	2	3	14	14	7	5	5	7
b. From elsewhere also	5	2	1	1	9	9	6	1	2	1	9	9	7	1	3	2	10	10	10	2	2	1	1	1	1	1	34	31	24	3	8	7	81	74	57	7	19	17
	DA 2 X 2																										DA 1 X 2											
30. Utilization of external resources																																						
a. Referral only	4	2	2	1	2	2	2			2	1	1				2	1	1	1	1	1						8	6	3	2	1	6	19	14	7	5	2	14
b. "Direct-agent" services	6	5	2		8	8	5	1	2	1	9	9	8	1	4		9	9	9	2	2	2	2	2	1	1	34	33	24	4	9	4	81	79	57	10	21	10
	X 1				X 1						X 3																X 5											

IV Other Services

	GROUP I				GROUP II						GROUP III						GROUP IV					GROUP V					TOTALS						PERCENTAGES					
	1	2	4	6	1	2	3	4	5	6	1	2	3	4	5	6	1	2	3	5	6	1	2	3	5	6	1	2	3	4	5	6	1	2	3	4	5	6
A. Adjunct																																						
31. Help with user's systems																																						
a. Suggestions only	8	5	3	1	10	10	7	1	2	3	6	6	6	1	3	1	8	9	9	3	3	2	2	2	1	1	34	32	24	5	9	9	81	76	57	12	21	21
b. Other help also	1	1									4	4	2		1	1	2	1	1								7	6	3				17	14	7		2	2
	DA 1 X 7				X 2						X 1																DA 1 X 10											
32. User work space																																						
a. "No choice" work	2	1	1																								2	1	1				5	2	2			
b. Other library-related work also	1			1	4	4	3		1	1	3	3	1	1	2	1	3	3	3	1							11	10	7	1	4	3	26	24	17	2	10	7
c. Other types of work also	6	5	3		6	6	4	1	1	2	7	7	7		2	1	7	7	7	2	3	2	2	2	1	1	28	27	20	4	6	7	67	64	48	10	14	17
	DA 1 No seating space: 4																										DA 1 No seating space:4											
33 Work space allocation																																						
a. None	9	6	4	1	10	10	7	1	2	3	9	9	7	1	4	2	7	7	6	3	3		1		1	1	35	33	20	6	10	10	83	79	48	14	24	24
b. Temporary only																	3	3	3			2	1	2			5	4	5				12	10	12			
c. Permanent also											1	1	1						1								1	1	2				2	2	5			
	DA 1																										DA 1											

B. Special

	GROUP I				GROUP II						GROUP III						GROUP IV					GROUP V					TOTALS						PERCENTAGES					
	1	2	4	6	1	2	3	4	5	6	1	2	3	4	5	6	1	2	3	5	6	1	2	3	5	6	1	2	3	4	5	6	1	2	3	4	5	6
34. Translation																																						
a. None	5	3	2	1	3	4	3		1	1	6	6	4		2	2	6	6	6	3	3						20	19	13	2	6	7	48	45	31	5	14	17
b. Search & obtain existing translations	5	4	2		6	5	3	1	1	1	4	4	4	1	2		1	1	1								16	14	8	4	3	1	38	33	19	10	7	2
c. Quick trans. provided					1	1	1			1																	1	1	1			1	2	2	2			2
d. Quick trans. & search for existing long trans.																	3	3	3			2	2	2	1	1	5	5	5		1	1	12	12	12		10	2
	X 7				X 5						X 4						X 2										X 18											
35. Non-print services																																						
a. None	9	6	3	1	2	2	1		1		3	3	3		2		4	4	4	2	3	1	1	1			19	16	9	3	5	4	45	38	21	7	12	10
b. At library use only		1			1	3	2		1		1	1	1		1			1	1								7	6	4		2		5	14	10		5	
c. Circulation also	1		1		6	4	4			2	5	5	3	1	1	2	2	2	2								14	11	9	2	1	4	33	26	29	5	2	10
d. Other also					1	1		1		1	1	1	1				4	3	3	1		1	1	1	1	1	7	6	5	1	2	2	17	14	12	2	5	5
36. Editing																																						
a. None	9	7	4		7	8	5		2	3	7	7	5		2	2	3	5	4	3	3	2	2	2	1	1	28	29	16	4	8	9	67	69	36	10	19	21
b. Referral only											1	1	1				2	2	2								3	3	3				7	7	7			
c. Bibliographic styling only					1	1	1	1			2	2	2	1	2		4	2	3								7	5	5	2	2		17	12	12	5	5	
d. Other also	1			1	2	1	2										1	1	1								4	2	3	1		1	10	5	7	2		2
	X 1										X 1																X 2											
37. Additional services																																						
a. None	7				4						5						2										18						43					
b. Some	3				6						5						8										24						57					

Table IV

SUMMARY DATA FROM 40 INTERVIEWS

The following five pages contain a four-column chart of data summarizing the answers to the questionnaire. The fifth group was left out because it includes only two libraries, while the other groups each include ten libraries. The verbal summaries which follow are made from the services to physicians and administrators, as these users are served by each library. Many libraries try to give equal service to all categories of users, but the physicians are usually given preference when the need arises.

The following summaries are presented in columns so that a reader interested in just one group (size) of libraries, can follow down one set of information. Or if he wishes to make comparisons with other groups, it can be done by referring to corresponding numbers in other group columns.

GROUP I	GROUP II	GROUP III	GROUP IV
I. <u>DOCUMENT SERVICES</u> A. <u>Documents in Collection</u>			
1. All but one give user choice of self- or mediated-service	1. All give user choice of self- or mediated-service.	1. All give user choice of self- or mediated service.	1. All give user choice of self- or mediated-service.
2. Four will not accept document requests unless user is in library. Five will accept request by phone or written message.	2. Only three will not accept request from outside the library. Six give a choice of phoned or written message.	2. Four will accept document requests only at the library; six either by phone or written message.	2. Five will accept requests only at the library; five from elsewhere also.
3. Five will make no deliveries outside the library; four will deliver within the institution; only one will deliver outside the institution.	3. Five will deliver within the institution; two will also deliver outside the institution.	3. Five will deliver within the institution; one outside the institution also.	3. Two will deliver within the institution; three deliver outside also.
4. All allow the user to reserve documents that are not immediately available.	4. All ten will allow reservations for documents not immediately available.	4. Nine will allow reservations of documents not immediately available.	4. All allow reservations for documents not immediately available.
5. Two will not allow any serials to circulate; one has some restrictions, while six have no restriction.	5. Nine place no restrictions on use of serials. One places some restrictions and one does not circulate serials to allied health professionals.	5. Three place some restrictions on use of serials, one of these circulates no serials. Seven have no restrictions.	5. Six place no restrictions on use of serials; three place some restrictions; one has all serials non-circulating.
6. Three place some restrictions on circulation of non-serials, while six have no restrictions	6. No restrictions are placed on use of non-serials except one library puts some restrictions for medical and nursing students.	6. Two restrict use of non-serials.	6. None put restrictions on use of non-serials.
7. Only one limits number of documents borrowed by allied health professionals and residents and interns. Others have no limits.	7. Only one library limits the number of documents borrowed.	7. Only one limits the number of documents borrowed.	7. None limit the number of documents borrowed.

GROUP I	GROUP II	GROUP III	GROUP IV
8-9. One lends documents for specified period without renewal. Five have no restrictions on length of loans. Four have time restrictions but allow renewals.	8-9. All lend documents for a specified period, without recall, and all allow renewal. Two renew only at the library.	8. Six have loans of a specified period, not recallable; three loan for as long as needed. 9. One allows renewal only from library; six from elsewhere also.	8. One loans for a specified period, recallable; nine loan for a specified period, not recallable. 9. One allows renewals only at the library; nine from elsewhere also.
10. Four allow returns only at the library, during hours. Five allow return only at the library, but at any hour.	10. Five allow return of documents only to the library but at any hour. Three provide other ways also.	10. Seven allow returns only to library but at any hour. One only to library during hours. Two allow returns in other ways also.	10. Four allow returns only to the library during hours five allow only at the library, at any hour; one allows returns in other ways also.
11. Three have no facsimile copying facilities. Two have mediated service only, and five give a choice of self- or mediated-service.	11. Only one has no facsimile copying facilities. Three provide mediated service only, and six give a choice of self- or mediated-service.	11. One has no facilities for facsimile copying. One has self-service only. Five have mediated-service only; three have a choice of self- or mediated-service.	11. One has no facsimile copying facilities; four give mediated service only; five give both self- and mediated-service.
12-14. Five accept copying requests at the library and by phone or written. None charge the user for either type of service.	12. All but one will accept requests from outside the library, either by phone or written. 13-14. Four pass no charges on to the user, and the rest will provide billing.	12. Eight allow requests either by phone or written, or at the library. 13. Three have no charges for self-service; one bills. 14. Six have no charges for mediated service; one will bill, one requires payment immediately.	12. All who provide copying accept requests from outside the library. either written or by phone. 13. Four do not charge and one bills for self-service None require payment immediately. 14. Five do not charge for mediated service; four wil bill.

GROUP I	GROUP II	GROUP III	GROUP IV
B. Documents not in collection			
15. Type of service is limited by only one library.	15. Nine place no limitations on types of service.	15. Only two place any limitations on types of service for documents not in the collection.	15. Two limit the types of service; eight do not.
16. None charge for ILL borrowing, except one library that charges allied health professionals.	16. Only two pass on to user all charges for ILL borrowing.	16. One passes all charges for ILL borrowing on to user; one passes on some charges; eight pass on no charges.	16. None charge for ILL borrowing.
C. Routing serials on request			
17. Only three provide a routing service on request.	17. Four provide routing service, six do not.	17. Five provide routing service, five do not.	17. Seven provide no routing service; three do.
II. REFERENCE SERVICES A. Verifying Citations			
18. When a document request is involved, three will reject a poor citation while seven will correct it for the user.	18. All but one will correct poor citations with a document request.	18. Only two will reject poor citations with a document request; eight will correct them.	18. Only one rejects poor citations with a document request.
19-20. Without a document request half the group will give self-service (with guidance) only. Two will give limited mediated verification and three will give unlimited mediation and guidance. Four will accept requests from outside the library and two only at the library.	19. All but one give either self- or mediated-service when a document request is not involved, though three provide only guidance for allied health professionals. 20. All but one or two accept requests for No.19 from outside the library.	19. Without a document request two give guidance only, one gives some mediated service, seven give a choice of self-or mediated-service. 20. Seven will accept requests for No.19 from outside the library; one will not.	19. Without a document request one gives only guidance, two give limited mediated service, and seven give a choice, with no limitations 20. All but one will accept requests for No.19 from outside the library.

GROUP I	GROUP II	GROUP III	GROUP IV
B. Subject references			
21. Six will provide only self-service (with guidance), one does mediated quick searches, and two also do exhaustive lists. None do critical lists, and none initiate MEDLARS searches.	21. Five provide mediated quick searches only; three provice exhaustive lists; only one prepares critical lists also. Four initiate MEDLARS searches.	21. One offers only guidance; five offer only mediated quick searches, three also do exhaustive lists; one also does critical lists.	21. Two give only sample lists; six also do exhaustive lists; two do critical lists too.
22. None of the libraries in Group I provide screening aids.	22. Only two supply screening aids.	22. None supply screening aids.	22. Only one supplies aids.
23. Half of the group accept requests for lists of subject citations only at the library, and three will accept them from elsewhere also.	23. All but one or two accept requests for lists of subject citations from outside the library.	23. All will accept requests for lists of subject citations from outside the library.	23. All will accept requests for lists of subject citations from outside the library.
C. Alerting services			
24. Seven provide no general alerting services besides "current" shelves. One produces acquisition lists only, and one uses that and other means.	24. Six provide only "current" shelves as a general alerting service. Four provide acquisitions lists.	24. Three have only "current" shelves as a general alerting service. Seven produce only acquisition lists.	24. Four provide only "current" shelves; six produce only acquisitions lists as a general alerting service.
25. Only two provide mediated subject- or group-specific alerting service.	25. Only two provide mediated service to obtain subject- or group-specific alerting services.	25. Only two provide subject- or group-specific alerting service. Seven produce only acquisitions lists.	25. Five do provide mediated subject- or group-specific alerting service; five do not.
26. None provide individual-specific alerting service.	26. Six provide individual-specific mediated alerting service.	26. Five provide individual-specific alerting service; five do not.	26. Five do provide mediated individual- specific alerting service; five do not.

GROUP I	GROUP II	GROUP III	GROUP IV
C. Alerting services (cont'd)			
27. Only one provides "direct-agent" service in utilization of external sources for alerting services. Nine provide referral only.	27. In utilization of external resources, only two provide more than referrals.	27. All ten provide only referrals in utilization of external resources.	27. In utilization of external resources, seven provide referral only; three give "direct-agent" service.
III. INFORMATION SERVICES			
28. None provide more than simple facts and guidance.	28. Half of Group II provide only simple facts and guidance; half also provide simple summaries.	28. Four provide only simple facts and guidance, five also provide simple summaries; one also provides complex facts. None prepare state-of-the-art reviews.	28. Three give only simple facts and guidance; five also provide simple summaries; two also provide complex facts.
29. Five still accept requests from outside the library, three only at the library.	29. All but one will accept requests from outside the library.	29. Only one accepts requests for information just at the library.	29. All ten will accept requests for information from outside the library.
30. Six will provide "direct-agent" service to obtain information for users. Four provide referral only	30. All but two provide "direct-agent" service to utilize external resources.	30. All but one provide "direct-agent" service in utilization of external resources.	30. All but one will provide "direct-agent" service in utilization of external resources.
IV. OTHER SERVICES A. Adjunct			
31. Only one will provide more than suggestions to help with user's systems.	31. None will provide more than suggestions to help with user's systems.	31. Six provide only suggestions in helping with user's systems. Four will give other help also.	31. Only two will give more than suggestions to help with user's systems.
32. Only two provide work space limited to "no choice" work. Six allow users to do other types of work also.	32. Six place no restrictions on types of work done by users in the library; four encourage only library-related work.	32. Three allow user to do library-related work in library; seven allow other types of work also.	32. Three have user work space for all types of library-related work; seven allow other types of work also.

GROUP I	GROUP II	GROUP III	GROUP IV
A. Adjunct (Cont'd)			
33. None of the Group provides work space allocations, even of a temporary nature.	33. None provide allocation of work space, even on a temporary basis.	33. Only one provides work space allocation; it is permanent.	33. Seven allocate no work space; three do so on a temporary basis.
B. Special			
34. Five provide no translation service, while five will search for and obtain existing translations.	34. Three provide no translation services; six search for and obtain existing translations. Only one provides quick translations by library staff.	34. Six provide no translation services; four will search for and obtain existinging translations.	34. Six provide no translation services; one will search for and obtain existing translations. Three will do quick translations and search for existing long ones.
35. Only one library provides any non-print services.	35. All but two provide some form of non-print services, six providing circulation also.	35. Three provide no non-print services. One has some for library use only; five have them for circulation also; one has other such services also.	35. Four provide no non-print services. Two provide and circulate some and four do other things also.
36. Only one will provide any form of editing service.	36. Seven provide no editing service, one does bibliographic styling only; two provide other services also.	36. Seven do no editing; one does referral only; two do only bibliographic styling.	36. Three do no editing; two give only referrals; four do only bibliographic styling; one does other things also.
37. Three libraries provide additional services not covered by the questionnaire; seven do not.	37. Four provide no additional services, six do.	37. Five provide additional services; five do not.	37. Two provide no additional services; eight do.

APPENDIX I

THE QUESTIONNAIRE

The basic tool of the investigation was a questionnaire developed by the Institute for Advancement of Medical Communication, directed by Richard H. Orr, and sponsored in part by the U.S. Public Health Service. The questionnaire was originally devised for use by academic medical libraries, and was tested in the spring of 1968. Modifications were made so that it might be used for a similar study of hospital libraries, and the modified tool was used in this study.

The questionnaire lends itself very well to oral interviews in which the interviewee does not see the questions asked. The questions are structured in a step-by-step manner, so that the answers showing the least amount of service appear first on the answer sheet. For instance, from a question providing alternatives a,b, and c specifying degrees of service, "c" would include more service to the user than "a".

There are frequently notes accompanying the questions to explain to the interviewer just what information is being sought. The structure of the questions makes recording the answers quite simple. The answer sheets are separate from the questionnaire and space is allowed for adding notes when the answer is more complicated than the "yes" or "no" called for.

The main problem discovered in interviewing was interpreting the questions so that each librarian derived the same meaning from the question and gave comparable answers. The terminology used in the tool was for the most part easily understood by the participants. In some cases, however, such terms as "document", "quick, exhaustive, and critical subject searches", "simple summaries", and "complex facts" needed explanation. Few librarians knew what half-tones were, in relation to facsimile copying. This should be explained in a questionnaire compiled for self-use.

The question on types of service provided for supplying facsimile copies (Section 11) should be expanded to include the model of copying machine used. This information was obtained for the study and gives a clearer picture of the kind of service available (i.e., the limitations of the facilities).

After studying the additional services reported in question No.37, (see list on p. 10 of paper) it appears that questions should be added to the inventory concerning handling of personal bindery and for ordering books for users, maintaining bibliograph and/or a file of users' publications. The first service is given by 36% of the libraries interviewed and the latter services are given by 26%.

As a whole, the questionnaire has proved a valuable method of collecting data on available library user-services. It covers the areas of document services, reference and information services, and others, such as non-print services, editing and translating. In the interviews, questions were also asked concerning the number of journal titles received

by gift and subscription, the librarian's direct "supervisor" and the type of library science training the librarian received. These questions would not be necessary, perhaps, in self-evaluation, but for purposes of conducting a similar survey, these questions could be incorporated in the tool itself.

Use of the questionnaire for self-evaluation should be promoted as a relatively simple and inexpensive method of securing data about one's library. The data gathered in a self-study could be used as the basis of a progress report in the development of a library, both for the librarian and the administrator of the institution. The answer sheets can be scanned quickly to note how often the library's policies fall into the "greatest degree of service" category. As each answer is evaluated, one can determine whether more or less service is desirable and possible. The questionnaire can also help determine which services should be added, dropped, or improved, and those which should be emphasized in the budget. "Tangible" evidence of need for funds for improved services and suggestions for funding new ones can be shown to administration. It would also serve to show what services are already being offered; that is, where the current budget is going. By including the staff in supplying answers to the questions, they would be more aware of what the library's policies actually are. It would also be possible to use the questionnaire in user-education; that is, in classes on library orientation to show the user what he can expect from the library. By making him aware of services available, he would be more likely to use these services. Librarians will more than likely find other uses for the questionnaire determined by the unique needs of their library and the institution it serves.

The following copy of the questionnaire is included with the permission of Richard H. Orr, M.D., Director of the Institute for Advancement of Medical Communication. The questionnaire may not be reproduced in any form without permission from the Institute.

ABBREVIATED INTERVIEW GUIDE FOR INVENTORY OF HOSPITAL LIBRARY SERVICE POLICIES

Preliminaries

After explaining to the respondent the purpose and aim of the inventory, the functional classification of library services used to structure the interview, and the forced-choice method employed to obtain comparable data, complete the first 3 lines on page 1 of the Checklist: "Respondent" -- name of person interviewed; "Title" -- respondent's position in the library; "Hours of full services" -- for each day of the week, the hours during which all services are available, e.g., 9 to 5; "Services outside these hours" -- specify any services the library offers at hours other than those of "full service", such as, making the collection available to hospital staff on a "self-service" basis at all hours, coin-operated duplicating machines, etc., and give the hours when each of the specified types of services is offered.

Next find out how the library categorizes its users. Three broad categories accommodate the types of "professional" users most commonly served by hospital libraries. (This inventory is not designed to cover services to patients where the same library serves both hospital staff and patients.) The first 3 column headings on the Checklist represent these broad categories -- "Attending Physicians" covers all physicians who have hospital privileges including salaried physicians other than residents and interns; "Allied Health Prof." covers non-physician salaried staff who need scientific and technical information, for example, nurses, physical therapists, dietitians, hospital administrators, technicians, etc.; and "Residents and Interns." If within any of these broad user categories, there are one or more subgroups for which only a few policies differ from the policies applying to the category as a whole, it is not necessary or desirable to set up additional user categories for such subgroups; rather, any exceptions to the general policies for the given category should be noted in the space for "Exceptions and Information to be Specified" as they come up during the course of the interview. The option of setting up an additional user category should be exercised only when, for the particular library, the number of users in the category is sizeable and they are part of the library's primary clientele, i.e., the users who are its primary responsibility. For example, if the hospital trains nursing students or medical students, or if it has a sizeable "research staff" and policies for such staff differ materially from these for similarly trained individuals in other user categories, then such groups should be designated as additional user categories. After "Other Categories of Primary Clientele" on the fourth line, 2 blanks are provided to describe additional major user categories, if any; these blanks are numbered #1 and #2 to key them to columns #1 and #2.

Eliciting and Recording Policies

The "question trees" on the following pages indicate the "key" questions and the sequence in which they are to be asked; the trees also provide explicit instructions on how to record, on the Checklist, the yes-no answers to the key questions plus any supplementary information that is required. The interview proper is divided into 37 sections, and there is a question tree for each section.

7/26/68 (C) Institute for Advancement of Medical Communication, 1968

The key questions are enclosed within oval outlines, together with parenthetical material consisting of definitions, examples, and "scope notes" that can be used to amplify and clarify the question. Footnotes keyed to the question are also used for this type of material. In the interview, the key questions should be put to the respondent verbatim; the critical terms in each question are underlined for emphasis. If the question is not understood in this form, it should be explained or paraphrased. When it is necessary to explain or restate one of the key questions, care must be taken to make certain that the implications of a "yes" or "no" answer to the question have not been altered in the process. The rectangular boxes represent all possible end points of the given question tree, and each box is keyed to a row in the corresponding section of the Checklist. In a given question tree, the end points are mutually exclusive; therefore, one, and only one, of the end points will be reached when the policy area covered by a question tree is explored for a given category of users. This end point is recorded by making a √ in the designated row of the Checklist. The boxes also contain "specify" instructions, which imply supplementary questions; these supplementary questions must be improvised. The "NOTE" found at the end of some sections gives brief suggestions and reminders intended for the interviewer. The descriptive titles immediately under the number designation of each section are, likewise, intended for the interviewer rather than the respondent.

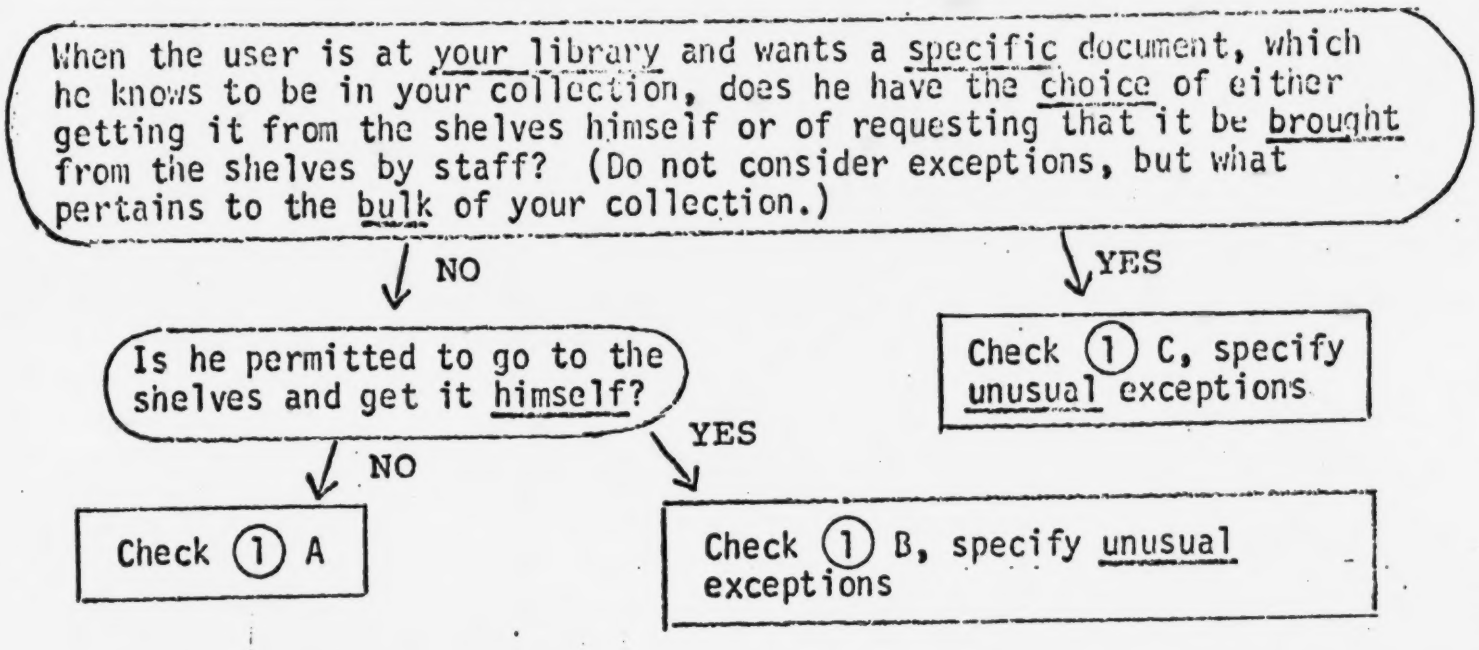
On the Checklist, write into the space to the right of each section any noteworthy exceptions to the policies represented by the recorded end point, and whatever supplementary information is called for by the "specify" instructions for that end point. One other piece of information should also be recorded in this space. Whenever the respondent indicates that the end point reached in the question tree represents what the policy would be if the matter should ever come up for decision in an actual case -- but that it hasn't as yet -- put a (T) (for "theoretical") alongside this section.

In an interview, first, follow the question trees for Sections (1) through (3) in sequence, eliciting the service policies for the "Attending Physicians" category of user. It will be helpful to substitute "a physician" for "the user" in phrasing the key questions; this will remind the respondent of a specific prototype in considering his answer. For each question, record the end point reached in the designated row of the "Attending Physicians" column. If the end point reached carries the instruction "skip to Section __", omit the intervening sections but draw a line down the middle of the "Attending Physicians" column for each of the sections skipped. Second, go through the same sections for the "Allied Health Prof." category and find out whether the policies for this category are the same as those for "Attending Physicians". Record each of the end points reached in the "Allied Health Prof." column. Third, do the same for the "Residents and Interns" category if the hospital participates in training residents or interns, and repeat the procedure for any additional categories that have been set up. After policies for attending staff have been covered, in going through the question trees again for each of the other user categories, it should usually be possible to shorten the process of arriving at the correct end point. If the end point for a given section happens to be the same for all user categories, it should nevertheless be recorded in each of the columns of the Checklist. When these 3 sections have been covered for all user categories, for each section there should be one, and only one, check in each column, with the possible exception of Section (3), which is "skipped" if certain answers are given in Section (2). The same procedures should be followed for Sections (4) through (37) except that it will probably be better to take one section at a time and complete the coverage of all user categories before proceeding to the next section.

7/25/68 (C) Institute for Advancement of Medical Communication

SECTION (1)

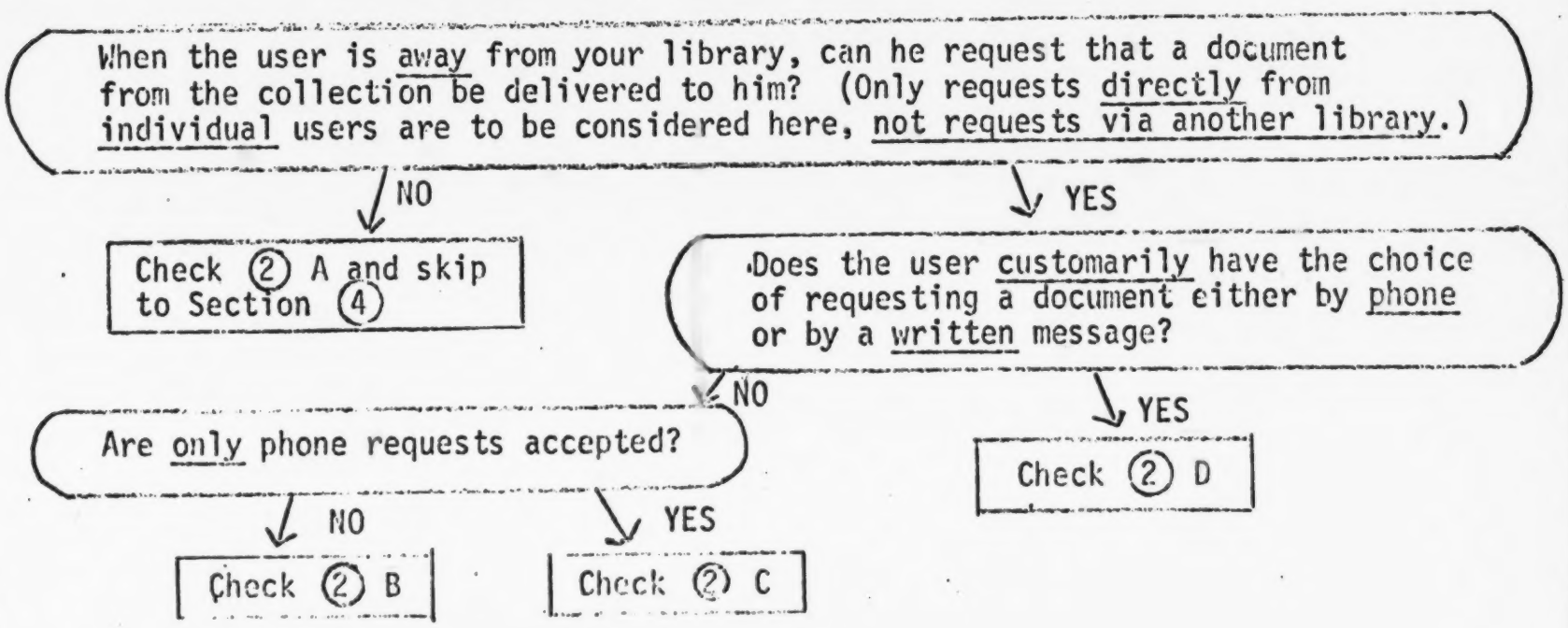
Means of Obtaining Documents When User is at Library


When the user is at your library and wants a specific document, which he knows to be in your collection, does he have the choice of either getting it from the shelves himself or of requesting that it be brought from the shelves by staff? (Do not consider exceptions, but what pertains to the bulk of your collection.)
NO
YES
Is he permitted to go to the shelves and get it himself?
Check (1) C, specify unusual exceptions
NO
YES
Check (1) A
Check (1) B, specify unusual exceptions

NOTE: Check (1) A only if most of the shelves are closed to the given category of user. Checking (1) B for a given user category indicates that the only way a user in that category can obtain most of documents in the collection is by going to the shelves himself. Even where a self-service only policy is followed, exceptions are commonly made for documents in special locations (e.g., locked shelves) or in storage. It is not necessary to note such exceptions when they are common to most libraries.

SECTION (2)

Requests for Documents When User is Away from Library


When the user is away from your library, can he request that a document from the collection be delivered to him? (Only requests directly from individual users are to be considered here, not requests via another library.)
NO
YES
Check (2) A and skip to Section (4)
Does the user customarily have the choice of requesting a document either by phone or by a written message?
NO
YES
Are only phone requests accepted?
Check (2) D
NO
YES
Check (2) B
Check (2) C

7/25/68 (C) Institute for Advancement of Medical Communication, 1968

SECTION (3)

Delivery of Documents to Locations Outside Library

Is delivery of documents from your collection to locations outside the library limited only to facilities that are part of the parent institution? (Only delivery directly to individuals is to be considered here, not delivery via another library.)

- NO → Check (3) B, specify if items delivered to user's home or office
- YES → Check (3) A, specify if no delivery to locations outside library

SECTION (4)

Reservation and Notification

If the document requested is out on loan, or is not immediately available for other reasons, can the user ask that it be reserved for him when it becomes available? (This question does not apply to documents on reserve.)

- NO → Check (4) A
- YES → Check (4) B

SECTION (5)

Circulation of Serials

Are there any serials in your collection that the user cannot borrow for use outside the library (other than reference tools and documents on reserve)?

- NO → Check (5) C
- YES → Are all serials, both bound and unbound, so restricted?
  - NO → Check (5) B
  - YES → Check (5) A

SECTION (6)

Circulation of Non-serials

Are there any non-serials in your collection that the user cannot borrow for use outside the library (other than reference tools, or reserve books)?

- NO → Check (6) B
- YES → Check (6) A

SECTION (7)

Number of Documents That can be Borrowed

Is there a limit either on the number of documents a user may check out at a single time, or on the total number he has out on loan?

- NO → Check (7) B
- YES → Check (7) A, specify limits

SECTION (8)

Duration of Loans

Is there any restriction on how long the user can keep documents without renewal, provided he retains the required institutional affiliation? (This question does not apply to reserve books or to documents obtained from other libraries on I-L loan. The policy of recalling documents when they are needed by another user should be considered one type of restriction.)

- NO → Check (8) D
- YES → Are documents loaned for some specified period of less than an academic year?
  - NO → Are documents subject to recall whenever requested by another user?
    - NO → TILT
    - YES → Check (8) B
  - YES → Are documents subject to recall within the specified loan period whenever requested by another user?
    - NO → Check (8) C, specify period
    - YES → Check (8) A specify period

SECTION (9)

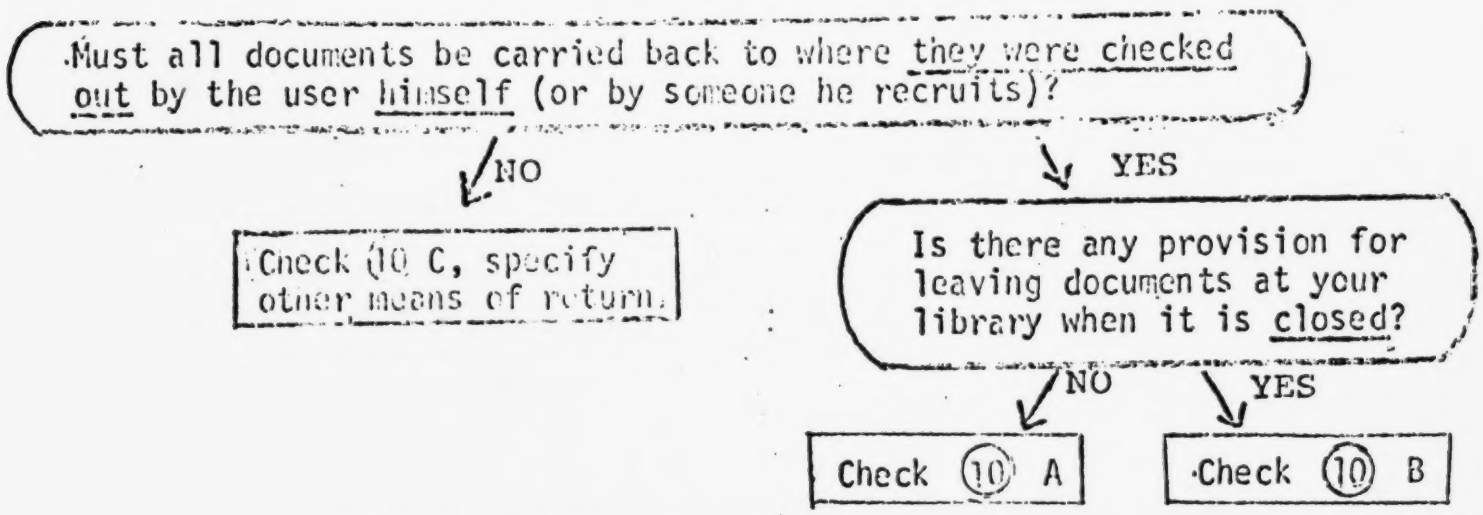
Renewal of Loans

Is there any type of document for which loans are generally renewable, that is, unless the given document is on reserve, has been borrowed from another library, or has been requested by another user ?

- NO → Check (9) A
- YES → In most cases, does the user have to bring the document back to library to renew a loan?
  - NO → Check (9) C
  - YES → Check (9) B

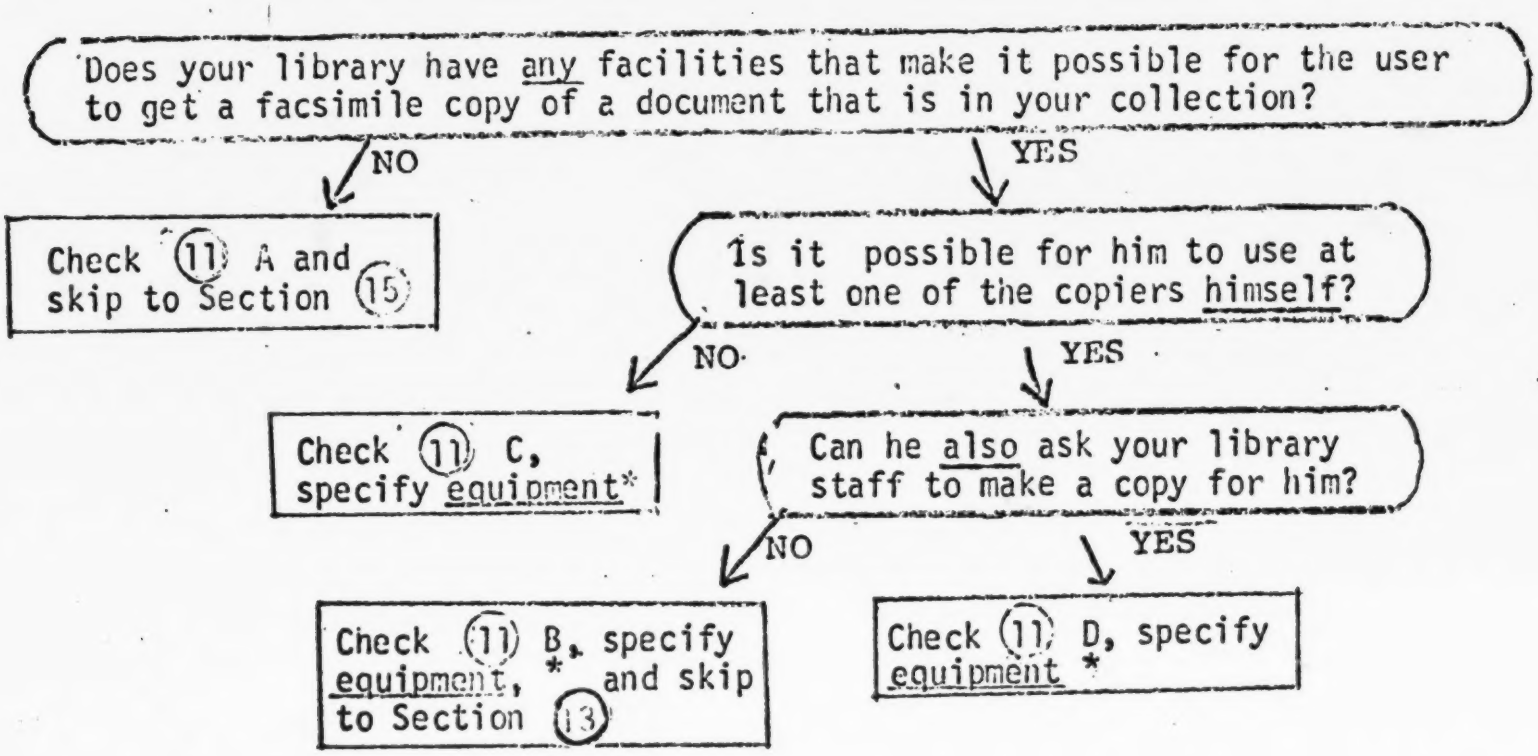
SECTION (10)

Return of Loans


Must all documents be carried back to where they were checked out by the user himself (or by someone he recruits)?
NO
YES
Check (10) C, specify other means of return.
Is there any provision for leaving documents at your library when it is closed?
NO
YES
Check (10) A
Check (10) B

SECTION (11)

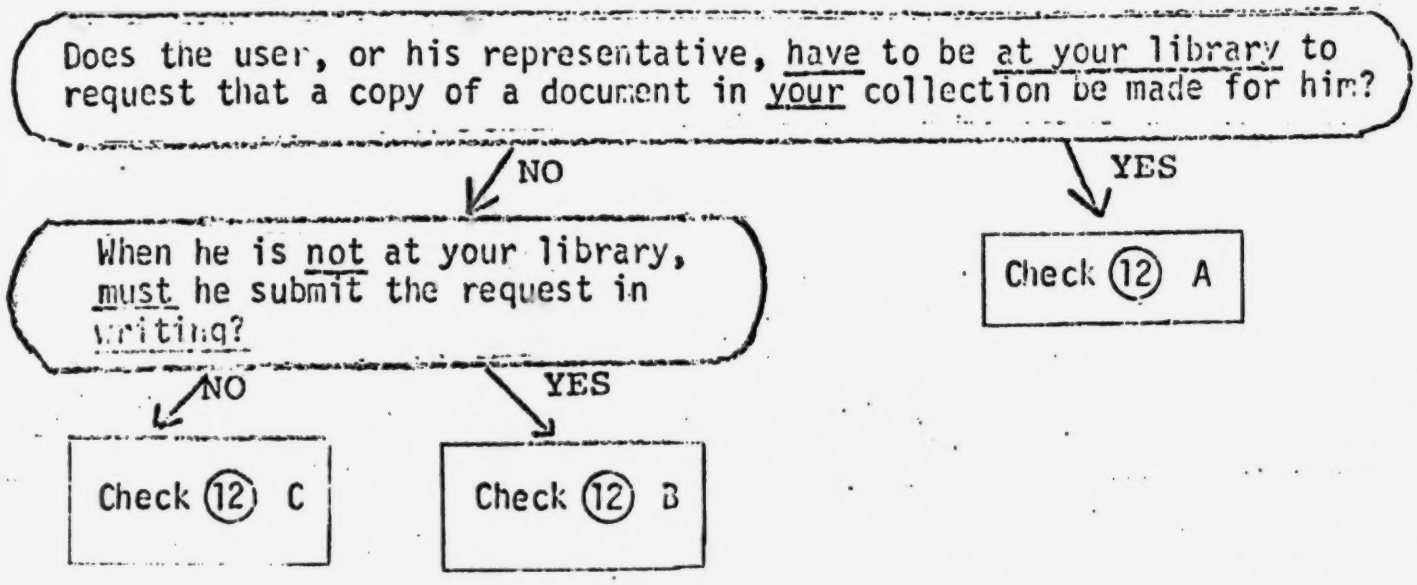
Types of Service Provided for Supplying Facsimile Copies


Does your library have any facilities that make it possible for the user to get a facsimile copy of a document that is in your collection?
NO
YES
Check (11) A and skip to Section (15)
Is it possible for him to use at least one of the copiers himself?
NO
YES
Check (11) C, specify equipment*
Can he also ask your library staff to make a copy for him?
NO
YES
Check (11) B, specify equipment, * and skip to Section (13)
Check (11) D, specify equipment *

* It is important to specify whether equipment capable of reproducing half-tones and bound volumes is available.

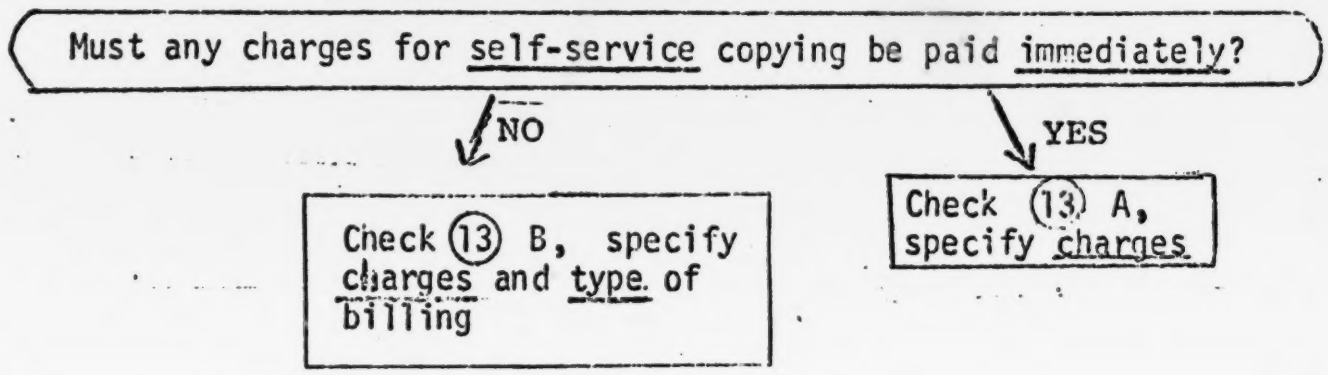
SECTION (12)

Requests for Facsimile Copies


Does the user, or his representative, have to be at your library to request that a copy of a document in your collection be made for him?
NO
YES
When he is not at your library, must he submit the request in writing?
Check (12) A
NO
YES
Check (12) C
Check (12) B

SECTION (13) SKIP IF NO SELF-SERVICE COPYING

Charges for Self-service Copying


Must any charges for self-service copying be paid immediately?
NO
YES
Check (13) B, specify charges and type of billing
Check (13) A, specify charges

SECTION (14)

Charges for Staff-mediated Copying

When copies of documents in your collection are made for the user by library staff, must any charges be paid at the time the copies are requested or delivered? (Only requests directly from individual users are to be considered here, not requests via another library.)

NO → Check (14) B, specify charges and type of billing.

YES → Check (14) A

NOTE: There may be some circumstances under which staff-mediated copying is "free", that is, all costs are charged against the library's general budget. If so, Check (14) B and specify these circumstances here.

SECTION (15)

Limitations on Providing Documents not in the Collection

If the user expresses a work-generated need for a document that is not in your collection, is library action to obtain a copy for his use conditional upon any of the following factors: type of document (serial, technical report, thesis, etc.), subject of the document, or whether he could obtain a copy himself from local resources? (The qualification "work-generated" means the user needs the document for patient care, teaching, class-work, research, etc. This question is not concerned with the factors determining whether the library buys the document or borrows it instead, but only with the rules followed in deciding whether the library should take any action to obtain a copy for his use.)

NO → Check (15) C

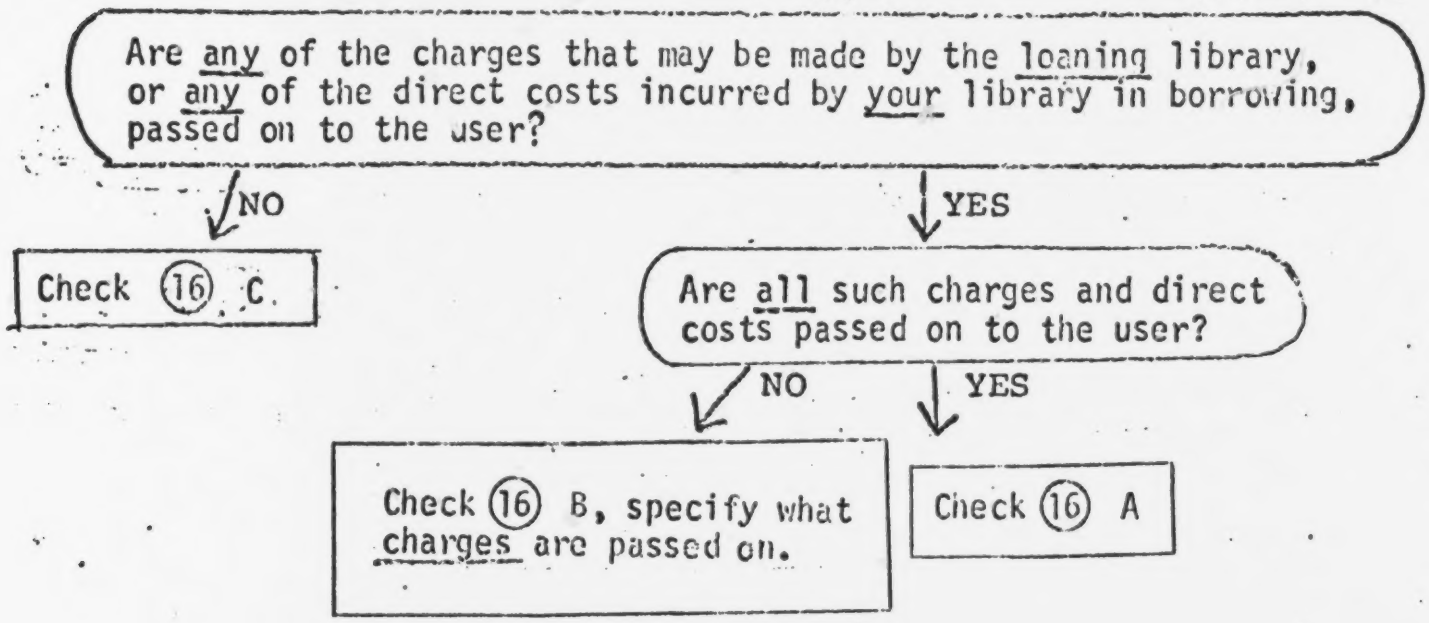
YES → Does your library's decision to obtain a copy for his use depend on the type and/or subject of the document?

NO → Check (15) B, specify bases of decision.

YES → Check (15) A

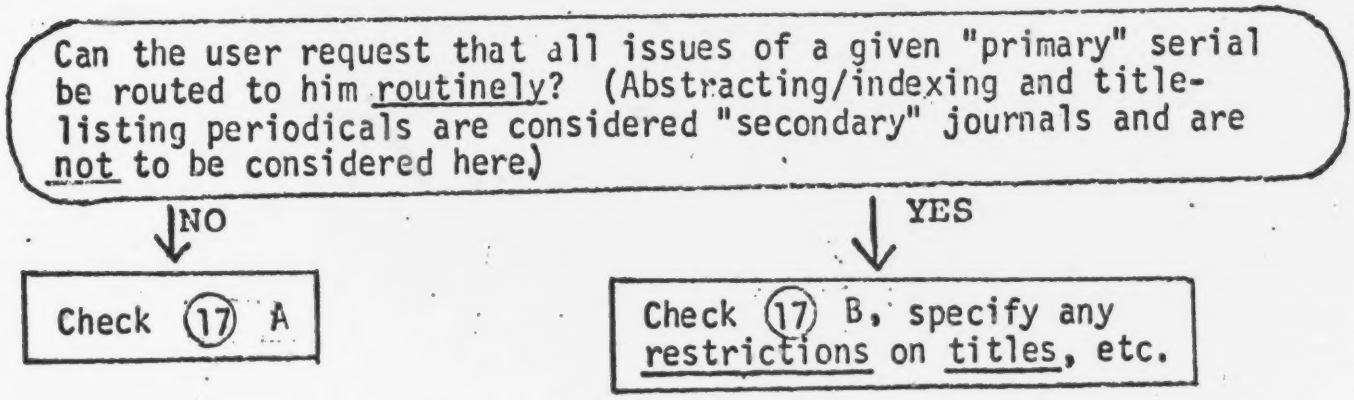
SECTION (16)

Charges for Documents Obtained by I-L Loan


Are any of the charges that may be made by the loaning library, or any of the direct costs incurred by your library in borrowing, passed on to the user?
NO
YES
Check (16) C.
Are all such charges and direct costs passed on to the user?
NO
YES
Check (16) B, specify what charges are passed on.
Check (16) A

SECTION (17)

Routing Serial Titles on Request


Can the user request that all issues of a given "primary" serial be routed to him routinely? (Abstracting/indexing and title-listing periodicals are considered "secondary" journals and are not to be considered here.)
NO
YES
Check (17) A
Check (17) B, specify any restrictions on titles, etc.

SECTION (18)

"Verifying" Citations of Requested Documents

If the citation for a document requested proves to be incomplete, ambiguous, or incorrect, does your library routinely make an attempt to identify the document wanted before referring the citation back to the user for correction? (This question applies only to citations that, on quick inspection, appear to be potentially identifiable -- not to citations so grossly inadequate it is obvious that identification will be difficult or impossible.)

- NO → Check (18) A
- YES → Check (18) B, specify limits on time spent before referring back to user

SECTION (19)

"Verifying" Citations When a Document Request is Not Involved

When a document request is not involved, if the user requests that one or more citations be verified, completed, or corrected, will your library undertake to do this for him as a regular service? (This service does not necessarily have to be free.)

- NO → Check (19) A and skip to Section (21)
- YES → Are there any limitations (other than charges) on this service?
  - NO → Check (19) C, specify charges, if any
  - YES → Check (19) B, specify limits and charges, if any

SECTION (20)

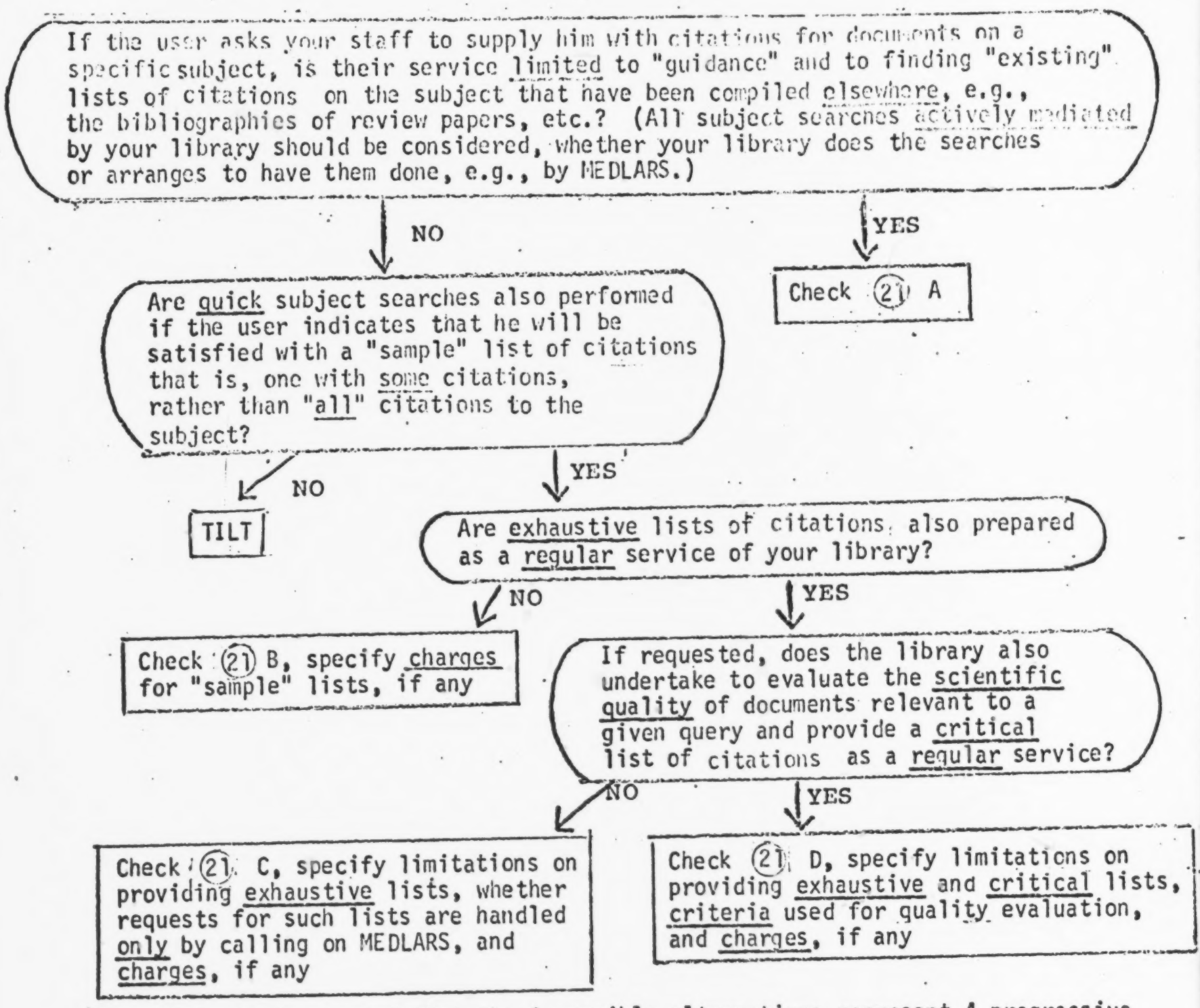
Requests for Citation "Verification" when User is Away from Library

When the user is not at your library, may he send in citations for verification?

- NO → Check (20) A
- YES → Check (20) B

SECTION (21)

Provision of Citations for Documents on Specific Subjects


If the user asks your staff to supply him with citations for documents on a specific subject, is their service limited to "guidance" and to finding "existing" lists of citations on the subject that have been compiled elsewhere, e.g., the bibliographies of review papers, etc.? (All subject searches actively mediated by your library should be considered, whether your library does the searches or arranges to have them done, e.g., by MEDLARS.)
NO
YES
Check (21) A
Are quick subject searches also performed if the user indicates that he will be satisfied with a "sample" list of citations that is, one with some citations, rather than "all" citations to the subject?
NO
YES
TILT
Are exhaustive lists of citations also prepared as a regular service of your library?
NO
YES
Check (21) B, specify charges for "sample" lists, if any
If requested, does the library also undertake to evaluate the scientific quality of documents relevant to a given query and provide a critical list of citations as a regular service?
NO
YES
Check (21) C, specify limitations on providing exhaustive lists, whether requests for such lists are handled only by calling on MEDLARS, and charges, if any
Check (21) D, specify limitations on providing exhaustive and critical lists, criteria used for quality evaluation, and charges, if any

NOTE: Here it is assumed that the 4 possible alternatives represent 4 progressive levels of service. It seemed unlikely that a library that does not provide "existing" and "sample" lists would provide "exhaustive" or "critical" lists. If this assumption does not hold for a particular library, this can be handled by checking the highest level of service provided and specifying the departure from this assumption.

SECTION (22)

Preparing "Screening Aids"

May the user ask your library to prepare "aids" (such as, annotations, abstracts, subject indexes, or classifications) that will help him in screening a long list of references resulting from a subject search, or an extensive published bibliography? (Locating published abstracts for the documents referred to, and then arranging them for ease of use, constitutes preparation of a screening aid of one type; preparing new abstracts is another type. Only regular services should be considered.)

↓NO

Check (22) A

↓YES

Check (22) B, specify all types of aids prepared, limits on service, and charges, if any

SECTION (23)

Requests for Lists of Subject Citations

Can requests for a list of citations on a specific subject be made only if the user (or his representative) is at your library?

↓NO

Check (23) B

↓YES

Check (23) A

SECTION (24)

Provision of "General" Alerting Services

Besides maintaining "current shelves" for new books and new issues of journals, does your library provide any "general" alerting services to bring new publications to the attention of the user ? (The distinction between a "general" alerting service and the 2 other types of alerting service, which will be taken up later under the categories of "subject- or group-specific" and "individual-specific" services, is simple operationally -- if one "output" serves all users and covers all subjects, it is a "general" service. "Subject- or group-specific" services call attention to only those new publications that are relevant to a specific subject, or to the common subject interests of a specific group of users. "Individual-specific" services are tailor-made to the special interests of each user. If your library distributes to individual users a general alerting tool, such as Current Contents, this should be considered as providing a general alerting service.

NO → Check (24) A

YES → Does your library periodically distribute, to the user a list of new acquisitions?

NO → Does it employ some other means of alerting the user to new publications?

NO → TILT

YES → Check (24) C, specify the means employed, and charges, if any

YES → Does it employ other means of alerting the user to new publications?

NO → Check (24) B

YES → Check (24) D, specify the means employed other than an acquisitions list, and charges, if any

NOTE: It is assumed that libraries maintain "current shelves." If the library does not, check (24) A anyway and specify this fact.

SECTION (25)

Provision of "Subject- or Group-Specific" Alerting Services

Besides providing guidance to the user in his efforts to maintain current awareness, does your library provide any alerting services designed for a specific subject area or for a particular group of its users, e.g., a department, a research unit, etc.? (For the present purposes, merely acquiring a copy of available subject - or group-specific alerting tools, e.g., the recurrent bibliographies produced by MEDLARS, and similar tools produced by others, should not be considered to constitute an alerting service. But if your library calls such tools to the attention of the appropriate individuals, and sees that each gets a copy if he is interested, this should be considered an alerting service -- even though your library does not itself produce the tools.)

NO → Check (25) A

YES → Check (25) B, specify all services and charges, if any

SECTION (26)

Provision of "Individual-Specific" Alerting Services

Aside from providing guidance to the user in his efforts to maintain current awareness, does your library provide any alerting services specifically tailored to his individual interests?

NO → Check (26) A

YES → Check (26) B, specify all services and charges, if any

SECTION (27)

Utilization of External Resources in Providing Citation Services

Where your library's own collection and personel are not adequate to meet the user's need for a subject search, a screening aid, or an alerting service, does your library customarily undertake to act as his "direct agent" in obtaining one or more of these types of service -- in contrast to merely referring him to an outside resource? (In a referral, a library's action is limited to suggesting one or more outside resources the user can try -- he must make the contact and arrange for the service himself. In contrast, when a library acts as the user's direct agent; it communicates his need and makes all necessary arrangements; if there is a charge for the services, the library may or may not absorb it. When a library mediates a MEDLARS search for a user, it is acting as his direct agent; however, since MEDLARS searches have been covered earlier, they should not be considered in answering his question.)

NO → Check (27) A

YES → Check (27) B, specify types of direct-agent service, limits on these services, and charges, if any

SECTION (28)

Provision of Answers and of Specific Pieces of Information

If the user wants an answer to a specific question (or asks for a specific piece of information, as contrasted to asking for citations to documents that may contain the information he needs), is the service provided by your library limited to answering questions that involve "simple facts" only? ("Simple facts" are isolated data that can be found by simple look-up in a single standard reference tool, such as, a directory, dictionary, almanac, atlas, handbook, textbook, etc.--in most cases the authority and currentness of the source are the criteria for acceptability. In answering this question consider only regular services.)

YES → Check (28) A, specify limits on service and charges, if any

NO → Does your library also provide "simple summaries" on request? ("Simple summaries" involve the collection and synthesis of simple facts from multiple sources, e.g., the preparation of a short biographical sketch using several different supplementary sources.)

NO → TILT

YES → Does it also answer questions that involve "complex facts" (where data or information from different sources are conflicting and it is necessary to compile, compare and contrast)?

NO → Check (28) B, specify limits on different types of service and charges, if any

YES → Are "state-of-the-art reviews" also prepared on request? (A "state-of-the-art review" requires synthesis of all information from the formal and informal literature into a coherent, unified essay; it may also involve critical judgement and translation of foreign languages.)

NO → Check (28) C, specify limits on different types of service, and charges, if any

YES → Check (28) D, specify limits on different types of services, and charges, if any

NOTE: Here, as in Section (21), progressive levels of service are assumed. If the assumption does not hold for a particular library, the difficulty should be handled by checking the highest level of service provided and specifying the departures from this assumption.

SECTION (29)

Requests for Answer Services

Can the user request the answer services provided by your library (i.e., request answers to questions or specific pieces of information) when he is away from your library?

NO → Check (29) A

YES → Check (29) B

SECTION (30)

Utilization of External Resources in Providing Answer Services

When your library's own collection and personnel are not adequate to meet a user's need for answers to questions or for specific pieces of information, will it customarily undertake to act as his direct agent in obtaining one or more of these types of service, in contrast to merely referring him to an outside resource that can provide the needed service?

NO → Check (30) A

YES → Check (30) B, specify types of direct-agent service, limits on these services, and charges, if any

NOTE: Again, progressive levels of service are assumed since it seems unlikely that a library with "direct-agent" services does not also, if the user prefers, merely refer him to an outside service.

SECTION (31)

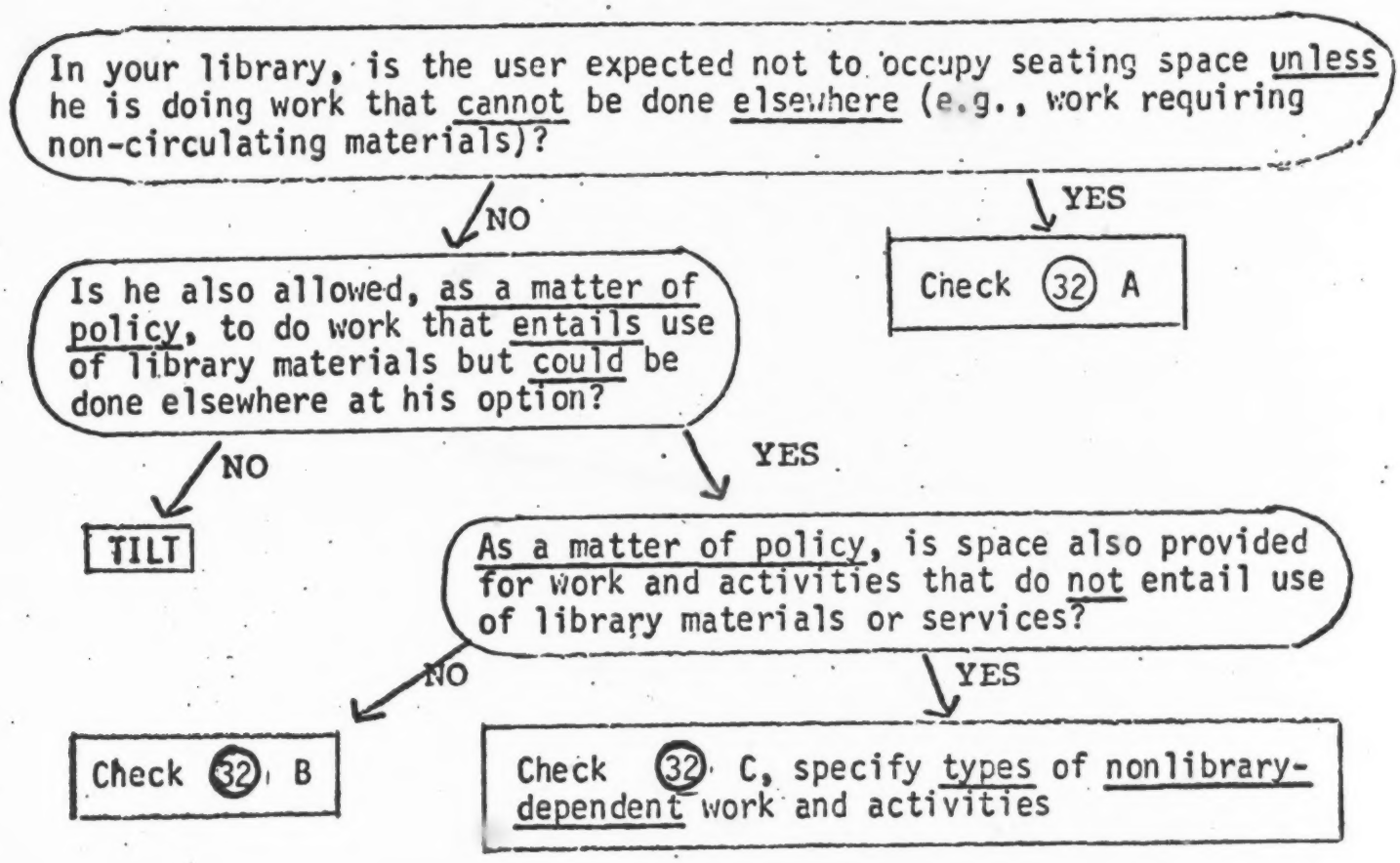
Help with Users' "Systems"

If the user requests help in developing, organizing, or maintaining his personal library, files, or working collection, your library limit itself to providing ad hoc suggestions?

NO → Check (31) B

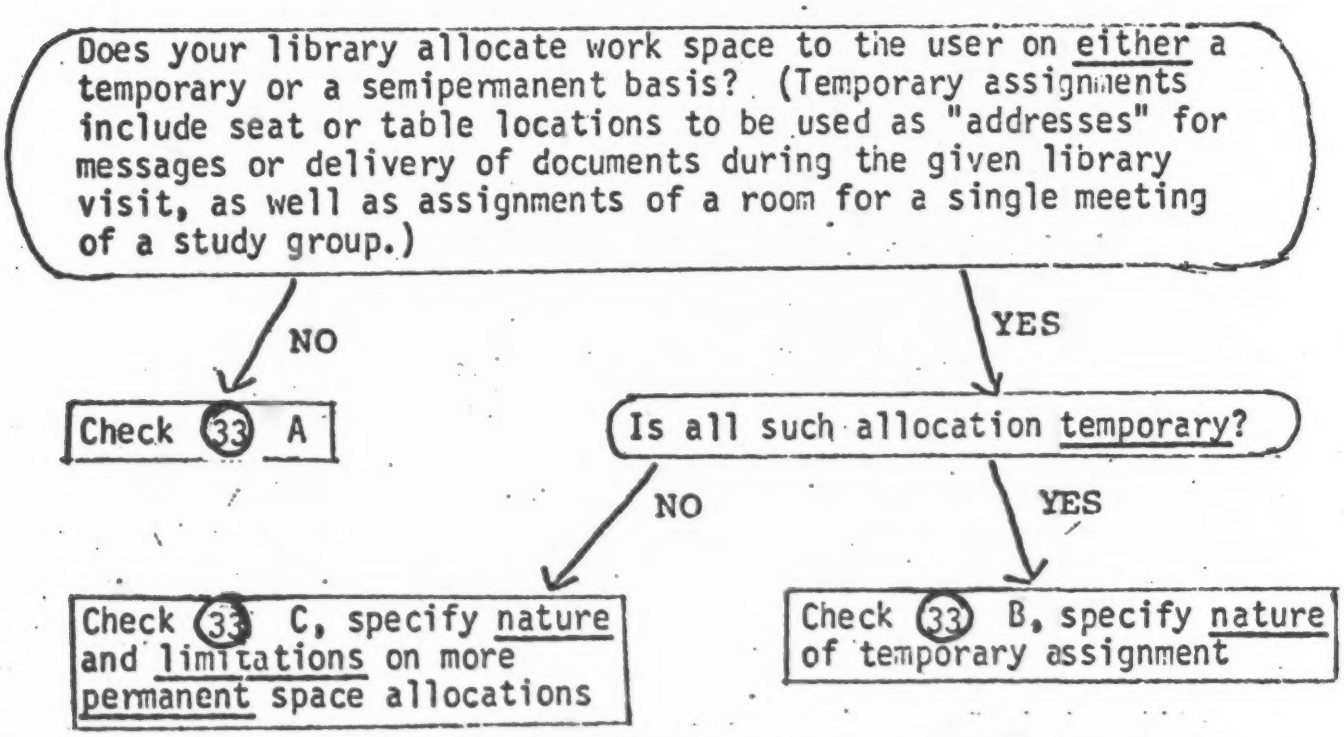
YES → Check (31) A

Provision of Work Space for Users


In your library, is the user expected not to occupy seating space unless he is doing work that cannot be done elsewhere (e.g., work requiring non-circulating materials)?
NO
YES
Check (32) A
Is he also allowed, as a matter of policy, to do work that entails use of library materials but could be done elsewhere at his option?
NO
YES
TILT
As a matter of policy, is space also provided for work and activities that do not entail use of library materials or services?
NO
YES
Check (32) B
Check (32) C, specify types of nonlibrary-dependent work and activities

SECTION (33)

Allocation of Work Space


Does your library allocate work space to the user on either a temporary or a semipermanent basis? (Temporary assignments include seat or table locations to be used as "addresses" for messages or delivery of documents during the given library visit, as well as assignments of a room for a single meeting of a study group.)
NO
YES
Check (33) A
Is all such allocation temporary?
NO
YES
Check (33) C, specify nature and limitations on more permanent space allocations
Check (33) B, specify nature of temporary assignment

SECTION (3)

Provision of Translations

Where the user needs a "quick" translation of a "short" document in some language commanded by your library staff, is the translation provided as a regular library service? (Here "quick" means within a few days, and "short" means a few pages at most. It is assumed that the need cannot be met by an English abstract of the document. If a member of the library staff does translating outside working hours as an "independent contractor", this should not be considered a regular library service.)

NO

When the user needs any type of a translation, do library staff ordinarily conduct an appropriate search to locate any existing translations and then obtain a copy if one is found? (When speed is important, telephone calls or telegrams are "appropriate". Ordinarily means that, given the user's approval, it is regular practice.)

NO → Check (34) A

YES → Check (34) B

YES

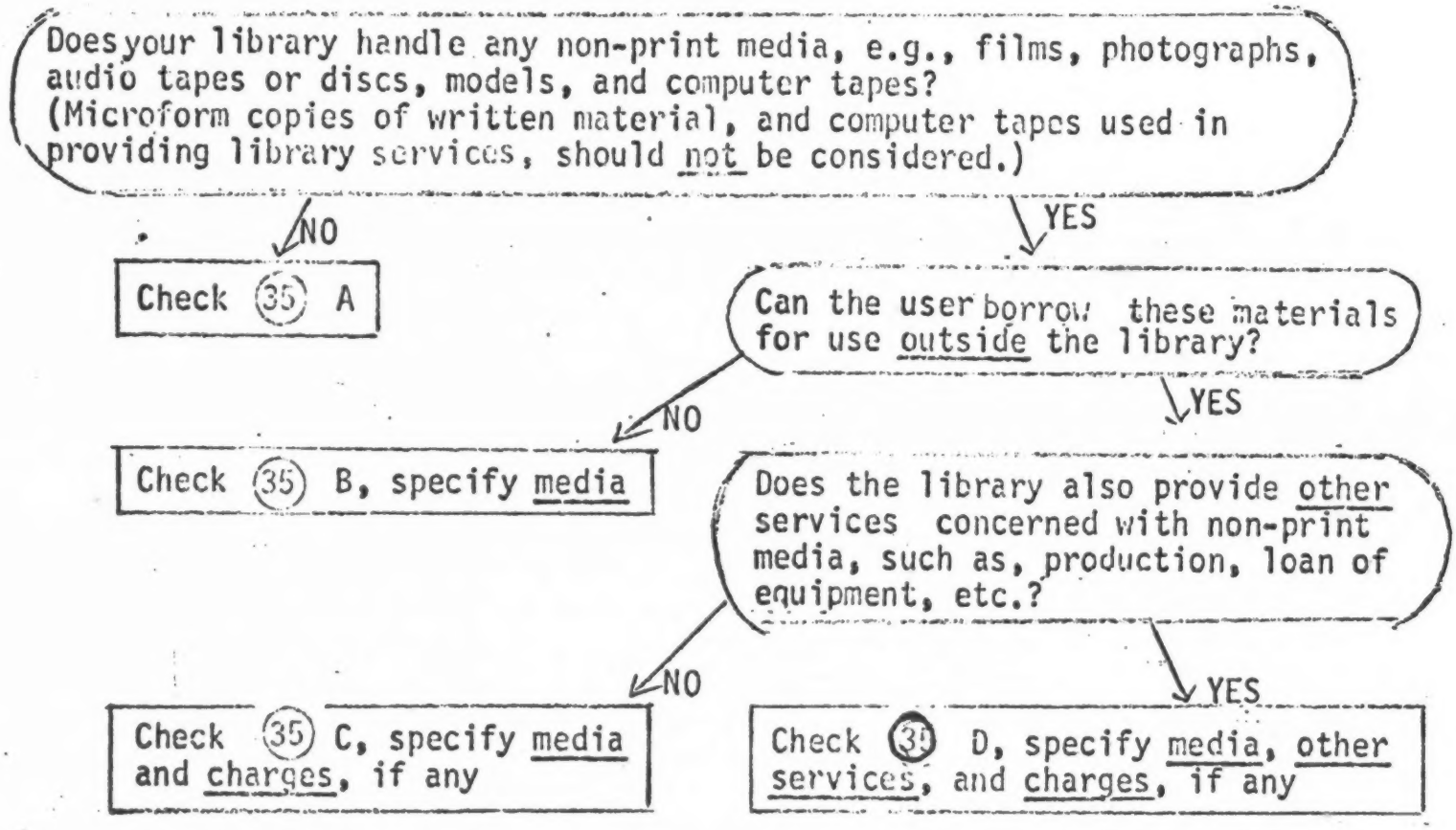
When the language is not commanded by your staff, and in cases where he needs a translation of a longer document, do staff ordinarily conduct an appropriate search to locate any existing translations and then obtain a copy if one is found? (When speed is important telephone calls or telegrams are "appropriate". Ordinarily means that, given the user's approval, it is regular practice.)

NO → Check (34) C

YES → Check (34) D

SECTION (35)

Non-print Services


Does your library handle any non-print media, e.g., films, photographs, audio tapes or discs, models, and computer tapes? (Microform copies of written material, and computer tapes used in providing library services, should not be considered.)
NO
YES
Check (35) A
Can the user borrow these materials for use outside the library?
NO
YES
Check (35) B, specify media
Does the library also provide other services concerned with non-print media, such as, production, loan of equipment, etc.?
NO
YES
Check (35) C, specify media and charges, if any
Check (35) D, specify media, other services, and charges, if any

NOTE: If a library handles more than one type of non-print material, and one circulates but another does not, check (35) C or (35) D as appropriate and specify the exceptions. Checking (35) B implies that the materials can be used at the library, that is, the necessary equipment is available there. Specify if this is not the case.

SECTION (36)

Editing Services

If the user needs editorial assistance with a manuscript for publication, does your library provide any type of service on a regular basis? (Editing library publications should not be considered here; nor should editorial work undertaken by library staff acting as "independent contractors" outside working hours. However, services where the library acts as the user's direct agent, should be considered as well as those where library staff performs all the work.)

NO → Check (36) A

YES → Are your regular services limited to referring the user to competent editors?

YES → Check (36) B

NO → Is bibliographic styling of the user's manuscript your only regular service? ("Bibliographic styling" differs from "citation verification"; it involves seeing that all citations are in the form specified by a journal or publisher.)

NO → Check (36) C

YES → Check (36) D, specify limits and charges, if any

SECTION (37)

Additional Services

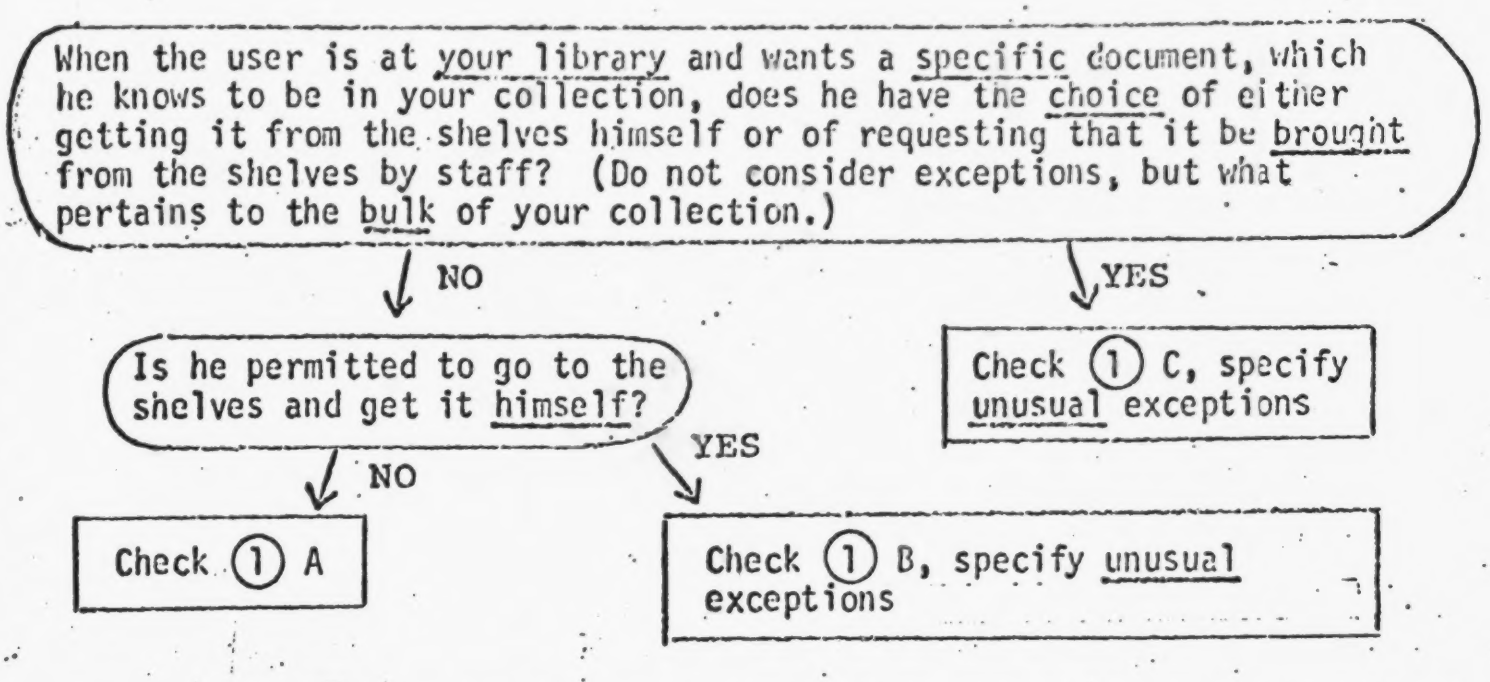
Does your library provide the individual user with any services that have not been covered in this inventory? (Such services might include illustration, maintaining a bibliography of the user's publications, etc. Services to other libraries, and those that benefit the individual user only indirectly, should not be considered.)

NO → Check (37) A

YES → Check (37) B, specify all additional services

SECTION (1)

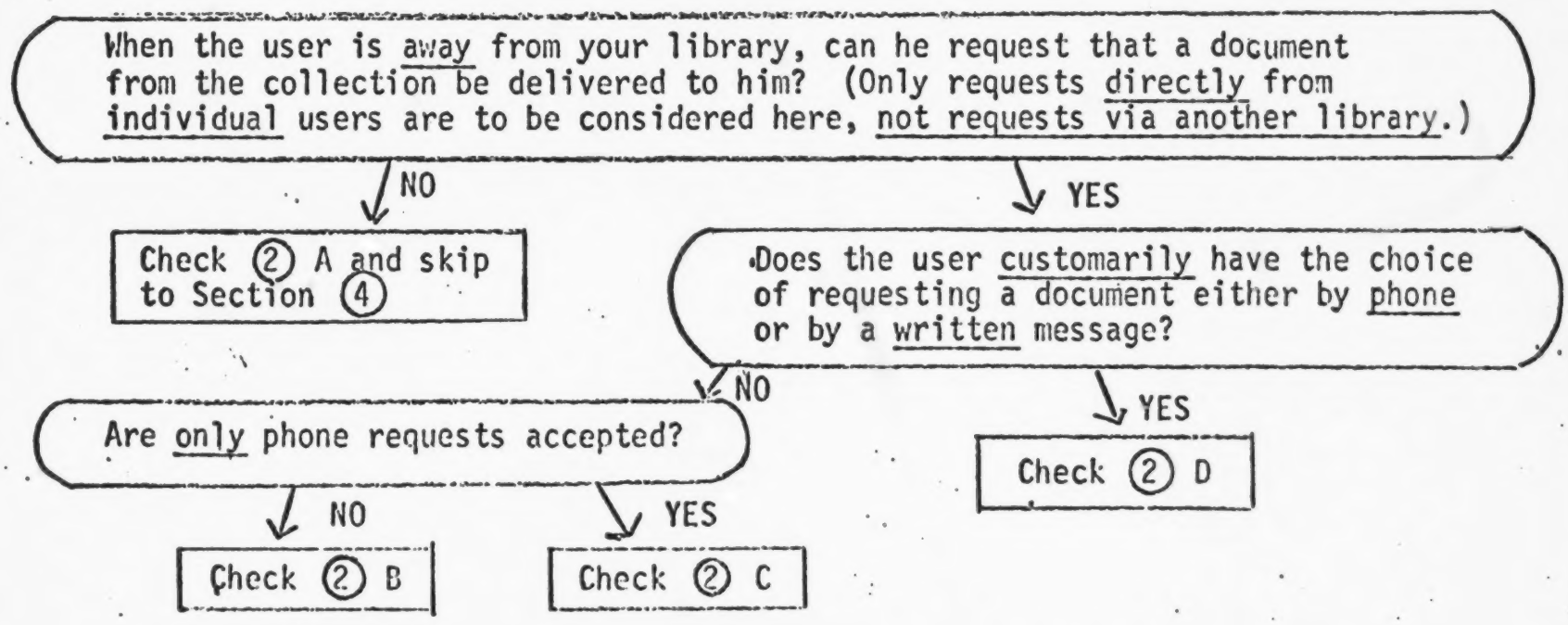
Means of Obtaining Documents When User is at Library


When the user is at your library and wants a specific document, which he knows to be in your collection, does he have the choice of either getting it from the shelves himself or of requesting that it be brought from the shelves by staff? (Do not consider exceptions, but what pertains to the bulk of your collection.)
NO
YES
Is he permitted to go to the shelves and get it himself?
Check (1) C, specify unusual exceptions
NO
YES
Check (1) A
Check (1) B, specify unusual exceptions

NOTE: Check (1) A only if most of the shelves are closed to the given category of user. Checking (1) B for a given user category indicates that the only way a user in that category can obtain most of documents in the collection is by going to the shelves himself. Even where a self-service only policy is followed, exceptions are commonly made for documents in special locations (e.g., locked shelves) or in storage. It is not necessary to note such exceptions when they are common to most libraries.

SECTION (2)

Requests for Documents When User is Away from Library


When the user is away from your library, can he request that a document from the collection be delivered to him? (Only requests directly from individual users are to be considered here, not requests via another library.)
NO
YES
Check (2) A and skip to Section (4)
Does the user customarily have the choice of requesting a document either by phone or by a written message?
NO
YES
Are only phone requests accepted?
Check (2) D
NO
YES
Check (2) B
Check (2) C

7/25/68 (C) Institute for Advancement of Medical Communication, 1968

SECTION (3)

Delivery of Documents to Locations Outside Library

Is delivery of documents from your collection to locations outside the library limited only to facilities that are part of the parent institution? (Only delivery directly to individuals is to be considered here, not delivery via another library.)

- NO → Check (3) B, specify if items delivered to user's home or office
- YES → Check (3) A, specify if no delivery to locations outside library

SECTION (4)

Reservation and Notification

If the document requested is out on loan, or is not immediately available for other reasons, can the user ask that it be reserved for him when it becomes available? (This question does not apply to documents on reserve.)

- NO → Check (4) A
- YES → Check (4) B

SECTION (5)

Circulation of Serials

Are there any serials in your collection that the user cannot borrow for use outside the library (other than reference tools and documents on reserve)?

- NO → Check (5) C
- YES → Are all serials, both bound and unbound, so restricted?
  - NO → Check (5) B
  - YES → Check (5) A

SECTION (6)

Circulation of Non-serials

Are there any non-serials in your collection that the user cannot borrow for use outside the library (other than reference tools, or reserve books)?

- NO → Check (6) B
- YES → Check (6) A

SECTION (7)

Number of Documents That can be Borrowed

Is there a limit either on the number of documents a user may check out at a single time, or on the total number he has out on loan?

- NO → Check (7) B
- YES → Check (7) A, specify limits

SECTION (8)

Duration of Loans

Is there any restriction on how long the user can keep documents without renewal, provided he retains the required institutional affiliation? (This question does not apply to reserve books or to documents obtained from other libraries on I-L loan. The policy of recalling documents when they are needed by another user should be considered one type of restriction.)

- NO → Check (8) D
- YES → Are documents loaned for some specified period of less than an academic year?
  - NO → Are documents subject to recall whenever requested by another user?
    - NO → TILT
    - YES → Check (8) B
  - YES → Are documents subject to recall within the specified loan period whenever requested by another user?
    - NO → Check (8) C, specify period
    - YES → Check (8) A, specify period

SECTION (9)

Renewal of Loans

Is there any type of document for which loans are generally renewable, that is, unless the given document is on reserve, has been borrowed from another library, or has been requested by another user ?

- NO → Check (9) A
- YES → In most cases, does the user have to bring the document back to library to renew a loan?
  - NO → Check (9) C
  - YES → Check (9) B

SECTION (10)

Return of Loans

Must all documents be carried back to where they were checked out by the user himself (or by someone he recruits)?

- NO → Check (10) C, specify other means of return.
- YES → Is there any provision for leaving documents at your library when it is closed?
  - NO → Check (10) A
  - YES → Check (10) B

SECTION (11)

Types of Service Provided for Supplying Facsimile Copies

Does your library have any facilities that make it possible for the user to get a facsimile copy of a document that is in your collection?

- NO → Check (11) A and skip to Section (15)
- YES → Is it possible for him to use at least one of the copiers himself?
  - NO → Check (11) C, specify equipment*
  - YES → Can he also ask your library staff to make a copy for him?
    - NO → Check (11) B, specify equipment*, and skip to Section (13)
    - YES → Check (11) D, specify equipment*

*. It is important to specify whether equipment capable of reproducing half-tones and bound volumes is available.

SECTION (12)

Requests for Facsimile Copies

Does the user, or his representative, have to be at your library to request that a copy of a document in your collection be made for him?

- YES → Check (12) A
- NO → When he is not at your library, must he submit the request in writing?
  - YES → Check (12) B
  - NO → Check (12) C

SECTION (13) SKIP IF NO SELF-SERVICE COPYING

Charges for Self-service Copying

Must any charges for self-service copying be paid immediately?

- YES → Check (13) A, specify charges
- NO → Check (13) B, specify charges and type of billing

SECTION (14)

Charges for Staff-mediated Copying

When copies of documents in your collection are made for the user by library staff, must any charges be paid at the time the copies are requested or delivered? (Only requests directly from individual users are to be considered here, not requests via another library.)

NO → Check (14) B, specify charges and type of billing.

YES → Check (14) A

NOTE: There may be some circumstances under which staff-mediated copying is "free," that is, all costs are charged against the library's general budget. If so, Check (14) B and specify these circumstances here.

SECTION (15)

Limitations on Providing Documents not in the Collection

If the user expresses a work-generated need for a document that is not in your collection, is library action to obtain a copy for his use conditional upon any of the following factors: type of document (serial, technical report, thesis, etc.), subject of the document, or whether he could obtain a copy himself from local resources? (The qualification "work-generated" means the user needs the document for patient care, teaching, class-work, research, etc. This question is not concerned with the factors determining whether the library buys the document or borrows it instead, but only with the rules followed in deciding whether the library should take any action to obtain a copy for his use.)

NO → Check (15) C

YES → Does your library's decision to obtain a copy for his use depend on the type and/or subject of the document?

NO → Check (15) B, specify bases of decision.

YES → Check (15) A

SECTION (16)

Charges for Documents Obtained by I-L Loan

Are any of the charges that may be made by the loaning library, or any of the direct costs incurred by your library in borrowing, passed on to the user?

- NO → Check (16) C.
- YES → Are all such charges and direct costs passed on to the user?
  - NO → Check (16) B, specify what charges are passed on.
  - YES → Check (16) A

SECTION (17)

Routing Serial Titles on Request

Can the user request that all issues of a given "primary" serial be routed to him routinely? (Abstracting/indexing and title-listing periodicals are considered "secondary" journals and are not to be considered here.)

- NO → Check (17) A
- YES → Check (17) B, specify any restrictions on titles, etc.

SECTION (18)

"Verifying" Citations of Requested Documents

If the citation for a document requested proves to be incomplete, ambiguous, or incorrect, does your library routinely make an attempt to identify the document wanted before referring the citation back to the user for correction? (This question applies only to citations that, on quick inspection, appear to be potentially identifiable -- not to citations so grossly inadequate it is obvious that identification will be difficult or impossible.)

- NO → Check (18) A
- YES → Check (18) B, specify limits on time spent before referring back to user

SECTION (19)

"Verifying" Citations When a Document Request is Not Involved

When a document request is not involved, if the user requests that one or more citations be verified, completed, or corrected, will your library undertake to do this for him as a regular service? (This service does not necessarily have to be free.)

- NO → Check (19) A and skip to Section (21)
- YES → Are there any limitations (other than charges) on this service?
  - NO → Check (19) C, specify charges, if any
  - YES → Check (19) B, specify limits and charges, if any

SECTION (20)

Requests for Citation "Verification" when User is Away from Library

When the user is not at your library, may he send in citations for verification?

- NO → Check (20) A
- YES → Check (20) B

SECTION (21)

Provision of Citations for Documents on Specific Subjects

If the user asks your staff to supply him with citations for documents on a specific subject, is their service limited to "guidance" and to finding "existing" lists of citations on the subject that have been compiled elsewhere, e.g., the bibliographies of review papers, etc.? (All subject searches actively mediated by your library should be considered, whether your library does the searches or arranges to have them done, e.g., by MEDLARS.)

YES → Check (21) A

NO → Are quick subject searches also performed if the user indicates that he will be satisfied with a "sample" list of citations that is, one with some citations, rather than "all" citations to the subject?

NO → TILT

YES → Are exhaustive lists of citations also prepared as a regular service of your library?

NO → Check (21) B, specify charges for "sample" lists, if any

YES → If requested, does the library also undertake to evaluate the scientific quality of documents relevant to a given query and provide a critical list of citations as a regular service?

NO → Check (21) C, specify limitations on providing exhaustive lists, whether requests for such lists are handled only by calling on MEDLARS, and charges, if any

YES → Check (21) D, specify limitations on providing exhaustive and critical lists, criteria used for quality evaluation, and charges, if any

NOTE: Here it is assumed that the 4 possible alternatives represent 4 progressive levels of service. It seemed unlikely that a library that does not provide "existing" and "sample" lists would provide "exhaustive" or "critical" lists. If this assumption does not hold for a particular library, this can be handled by checking the highest level of service provided and specifying the departure from this assumption.

SECTION (22)

Preparing "Screening Aids"

May the user ask your library to prepare "aids" (such as, annotations, abstracts, subject indexes, or classifications) that will help him in screening a long list of references resulting from a subject search, or an extensive published bibliography? (Locating published abstracts for the documents referred to, and then arranging them for ease of use, constitutes preparation of a screening aid of one type; preparing new abstracts is another type. Only regular services should be considered.)

↓NO

Check (22) A

↓YES

Check (22) B, specify all types of aids prepared, limits on service, and charges, if any

SECTION (23)

Requests for Lists of Subject Citations

Can requests for a list of citations on a specific subject be made only if the user (or his representative) is at your library?

↓NO

Check (23) B

↓YES

Check (23) A

SECTION (24)

Provision of "General" Alerting Services

Besides maintaining "current shelves" for new books and new issues of journals, does your library provide any "general" alerting services to bring new publications to the attention of the user ? (The distinction between a "general" alerting service and the 2 other types of alerting service, which will be taken up later under the categories of "subject- or group-specific" and "individual-specific" services, is simple operationally -- if one "output" serves all users and covers all subjects, it is a "general" service. "Subject- or group-specific" services call attention to only those new publications that are relevant to a specific subject, or to the common subject interests of a specific group of users. "Individual-specific" services are tailor-made to the special interests of each user. If your library distributes to individual users a general alerting tool, such as Current Contents, this should be considered as providing a general alerting service.

NO → Check (24) A

YES → Does your library periodically distribute, to the user a list of new acquisitions?

NO → Does it employ some other means of alerting the user to new publications?

NO → TILT

YES → Check (24) C, specify the means employed, and charges, if any

YES → Does it employ other means of alerting the user to new publications?

NO → Check (24) B

YES → Check (24) D, specify the means employed other than an acquisitions list, and charges, if any

NOTE: It is assumed that libraries maintain "current shelves." If the library does not, check (24) A anyway and specify this fact.